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**Agenda - Final**

**Thursday, October 20, 2022**

**12:30 PM**

To give written or live public comment, please see the top of page 4

**Operations, Safety, and Customer Experience**  
**Committee**

*Holly J. Mitchell, Chair*

*Tim Sandoval, Vice Chair*

*Mike Bonin*

*Paul Krekorian*

*Sheila Kuehl*

*Gloria Roberts (Interim), non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

**METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES**  
(ALSO APPLIES TO BOARD COMMITTEES)

**PUBLIC INPUT**

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

**CONDUCT IN THE BOARD ROOM** - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

**REMOVAL FROM THE BOARD ROOM** The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

**INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD**

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## DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 922-4600 or (323) 466-3876. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



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**NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA**

### **Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The Committee Meeting begins at 12:30 PM Pacific Time on October 20, 2022; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
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### **Instrucciones para comentarios publicos en vivo:**

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 12:00 PM, hora del Pacifico, el 20 de Octubre de 2022. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo  
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### **Written Public Comment Instruction:**

Written public comments must be received by 5PM the day before the meeting.  
Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."  
Email: BoardClerk@metro.net  
Post Office Mail:  
Board Administration  
One Gateway Plaza  
MS: 99-3-1  
Los Angeles, CA 90012



## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 30, 31, and 32.

Consent Calendar items are approved by one vote unless held by a Director for discussion and/or separate action.

## CONSENT CALENDAR

- 30. SUBJECT: PURCHASE THIRTY-THREE METRO TRANSIT SECURITY HYBRID SUVS** [2022-0423](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB No. OP87524 with Elite Auto Network Corporation, the lowest responsive and responsible bidder for thirty-three hybrid Metro Transit Security SUVs for a firm fixed price of \$2,340,195.31, inclusive of sales tax.

Attachments: [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)

- 31. SUBJECT: ETHERNET SWITCH** [2022-0543](#)

### RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to award a one-year Indefinite Delivery/ Indefinite Quantity (IDIQ) Contract No. MA89960000 to Peacock Systems, the lowest responsive and responsible bidder for Ethernet Switches in the total contract amount of \$2,868,135.69, inclusive of sales tax, subject to resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)

- 32. SUBJECT: ELECTRIC VEHICLE CHARGER CONTRACT** [2022-0638](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. OP55097000 with Axxera Inc. for the Electric Vehicle Charging Stations and Services contract to extend the Period of Performance by 24 months through December 1, 2024, and increase the Not-to-Exceed Total Contract Price by \$250,000, from \$699,718.72 to \$949,718.72.

Attachments:      [Attachment A - Procurement Summary](#)  
[Attachment B - Contract Modification Change Order Log](#)  
[Attachment C - DEOD Summary](#)

**NON-CONSENT**

33.    **SUBJECT:    REMARKS BY THE CHAIR**      [2022-0707](#)

**RECOMMENDATION**

RECEIVE presentation from ACT LA regarding Compton Station Safety Activation.

34.    **SUBJECT:    OPERATIONS EMPLOYEES OF THE MONTH**      [2022-0670](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

Attachments:      [Presentation](#)

35.    **SUBJECT:    ORAL REPORT ON OPERATIONS AND SERVICE  
                         RESTORATION UPDATE**      [2022-0671](#)

**RECOMMENDATION**

RECEIVE oral report on Operations ridership, hiring, and service restoration.

Attachments:      [Presentation](#)

36.    **SUBJECT:    OCTOBER 2022 SERVICE CHANGES AND RESTORATION**      [2022-0492](#)

**RECOMMENDATION**

RECEIVE AND FILE a status report on October 2022 service change and restoration of 200,000 annualized bus revenue service hours.

Attachments:      [Attachment A - Motion 10.1](#)  
[Attachment B - Motion 27.1](#)  
[Attachment C - Motion 43](#)  
[Attachment D - Description of October 2022 Service Change](#)  
[Attachment E - Map of October 2022 Service Improvements](#)  
[Attachment F - Metro Transit Service Frequencies October 2022  
Presentation](#)

**37. SUBJECT: 2022 CUSTOMER EXPERIENCE SURVEY RESULTS**

[2022-0515](#)

**RECOMMENDATION**

RECEIVE AND FILE 2022 Customer Experience Survey Results.

**Attachments:**      [Attachment A - Board Report - Motion 38.1 Response](#)  
[Attachment B - 2022 Metro Customer Survey](#)  
[Attachment C - 2022 Metro Customer Survey Results](#)  
[Presentation](#)

**38. SUBJECT: RE-IMAGINING PUBLIC SAFETY**

[2022-0497](#)

**RECOMMENDATION**

RECEIVE AND FILE the status report on Re-Imagining Public Safety Framework Initiatives.

**Attachments:**      [Attachment A - Board Motion 26.2](#)  
[Attachment B - Program Initiative Fact Sheet](#)  
[Attachment C - Program Initiatives Progress Synopsis](#)  
[Presentation](#)

**39. SUBJECT: MARKETING UPDATE - RESTORING CONFIDENCE IN THE SYSTEM**

[2022-0698](#)

**RECOMMENDATION**

RECEIVE oral report on the safety marketing campaign focused on restoring confidence in the system through increased awareness and engagement about the public safety initiatives.

**Attachments:**      [Presentation](#)

**40. SUBJECT: METRO BIKE SHARE PROGRAM**

[2022-0680](#)

**RECOMMENDATION**

APPROVE the updated Metro Bike Share (MBS) operational model of Privately-Owned and Publicly Managed to improve overall performance and support a more sustainable regional bike share program (Attachment A).

**Attachments:**      [Attachment A - Privately Owned - Publicly Managed Model Summary](#)  
[Attachment B - Motion 41 Improving the Effectiveness & Sustainability MBS](#)  
[Attachment C - Motion 41 Summary Update](#)  
[Attachment D - Market Survey Tables 1 and 2](#)  
[Attachment E - Metro EFC Map 2022](#)  
[Presentation](#)

**41. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

[2022-0669](#)

**RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

**Attachments:**      [Attachment A - Systemwide Law Enforcement Overview August 2022](#)  
[Attachment B - MTA Supporting Data August 2022](#)  
[Attachment C - Transit Police Summary August 2022](#)  
[Attachment D - Monthly Bi-Annual Annual Comparison August 2022](#)  
[Attachment E - Violent Prop and Part 1 Crimes August 2022](#)  
[Attachment F - Demographics Data August 2022](#)  
[Attachment G - Bus Rail Operator Assaults August 2022](#)  
[Attachment H - Sexual Harassment Crimes August 2022](#)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2022-0714](#)

RECEIVE General Public Comment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

**COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S  
SUBJECT MATTER JURISDICTION**

**Adjournment**

**Board Report**

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**File #:** 2022-0423, **File Type:** Contract**Agenda Number:** 30.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 20, 2022****SUBJECT: PURCHASE THIRTY-THREE METRO TRANSIT SECURITY HYBRID SUVS****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB No. OP87524 with Elite Auto Network Corporation, the lowest responsive and responsible bidder for thirty-three hybrid Metro Transit Security SUVs for a firm fixed price of \$2,340,195.31, inclusive of sales tax.

**ISSUE**

The purchase of thirty-three (33) hybrid SUVs is imperative to Metro Transit Security (MTS) operational needs. The new SUVs will provide for the replacement of nineteen (19) existing vehicles that have exceeded the Metro vehicle replacement guidelines for non-revenue service vehicles of eight years and/or 100,000 miles and add fourteen (14) new vehicles in support of enhancing response times for Metro customers and employees requesting security services. Specifically, the purchase of these vehicles is needed to effectively provide security services along Metro's transit system throughout Los Angeles County, which consists of various locations, ten (10) geographically distinct bus divisions, and seven (7) rail divisions servicing seven (7) rail lines, inclusive of the planned expansion of the K Line (Crenshaw) servicing Crenshaw, Inglewood, Westchester, and surrounding areas.

**BACKGROUND**

MTS's current fleet supports 197 full-time positions daily on a 24/7 basis. MTS currently operates a fleet of (26) SUVs equipped for patrol functions. Due to daily wear and tear on each of the (26) SUVs, on average 10-15 vehicles are receiving maintenance monthly rendering them out of service and unusable. This allows for only 16-11 vehicles available for use monthly to provide security services at Metro bus and rail facilities, divisions, bus stops, zones, revenue collection, and rail stations. MTS also conducts community outreach with cities throughout Los Angeles County to prevent and respond to service disruptions and criminal activity on Metro's transit system. MTS's security and outreach measures are paramount to Metro's continued success and safety. In addition to providing core security services, MTS supports Metro with security services for special events (station openings, sporting events, concerts, press events). MTS security support on average 30-40 special events every month. This requires additional personnel and vehicle support. With 10-15 vehicles receiving

maintenance monthly, 16-11 vehicles are available for MTS core functions and special event support. MTS vehicles are also required to support Metro's Respect the Ride Program on bus and rail. Due to the shortage of MTS vehicles, requests for security support outside of MTS core functions and Respect the Ride are often declined.

Nineteen of the new SUVs will replace vehicles that have been in operation since 2014 and have exceeded their useful life of 100,000 miles. In the last few years, these SUVs have experienced reduced reliability and have required significant and frequent repairs to keep them in service. The vehicles being replaced have surpassed their useful life and have been determined unreliable with excessive mechanical failures, costly repairs, and high levels of service unavailability due to frequent repairs. Fourteen additional vehicles will accommodate the expansion of the K-Line (Crenshaw), servicing Crenshaw, Inglewood, Westchester, and surrounding areas. The 2023 openings of the Regional Connector as well as the D Line Section 1 expansion requires additional MTS vehicle to provide security support.

## **DISCUSSION**

The award of the fixed price contract with Elite Auto Network Corporation will allow for the procurement of thirty-three Metro-owned and operated MTS SUVs. These SUVs are equipped for patrol functions used to deploy security personnel for patrol, incident response, revenue services, and community engagement throughout the Metro service area. MTS personnel deployments include support of Metro facilities, revenue collection, operations bus and rail divisions, bus stops & zones, and rail stations, and are required to meet the demand for security calls for services.

The thirty-three new SUVs will be a Hybrid All-Wheel-Drive Powertrain configuration, which will significantly minimize wear on the engine due to the extensive amount of idle time these vehicles accumulate while in service. The alternative-fueled hybrid configuration is expected to reduce servicing, and repair requirements, provide improved fuel efficiency, and reduce the total cost of ownership for the MTS fleet.

The Hybrid All-Wheel-Drive Powertrain will also minimize greenhouse gas emissions (GHG) and based on published ratings, obtains a 70% improvement in city Mile Per Gallon (MPG) with a 36 MPG rating compared to the standard Toyota Highlander with 21 MPG. In addition, the Hybrid All-Wheel-Drive reduces Metro's carbon footprint within LA County and the South Coast Air Quality Management District (SCAQMD), as well as offers cost savings on fuel consumption.

### *Non-Revenue Electrification Transition Plan*

Metro is committed to promoting and using zero-emissions vehicles across the system, including in our non-revenue fleet. While the purchase of electric vehicles has been under way for many years in our agency, the transition to electric vehicles must coincide with the pace of the charging infrastructure installation system wide.

In alignment with the recent Board approval of the EV Parking Strategic Plan, a plan will be finalized by February 2023 to expand the installation of EV chargers for rideshare and employee parking, and the transition of the non-revenue fleet to zero-emission vehicles.

### *Charging, Pilot Program, and Pricing Challenges*

The operational need for the vehicles to be driven in service, from shift to shift in a 24-hour operation, cannot be supported with the current technology available in the electric vehicle market and the charging infrastructure required to maintain the vehicles in-service. Agencywide charging logistics for all Metro electric vehicles are addressed in Metro's EV Parking Strategic Plan 2023-2028.

Further, a comparative pricing analysis was conducted to examine the cost of both alternative fueled vehicles. The Hybrid SUV bid price, including tax and license, is \$70,915.00 (Seventy thousand nine hundred fifteen dollars) per vehicle. Metro researched comparable electric SUVs ranging from \$121,000.00-\$139,000.00 per vehicle. The EV SUV models reviewed to support the operation will not be available until late 2023.

### *SUV Ergonomics and Other Features*

The vehicle's duty cycle and operational characteristics must also be considered for the transition to electric vehicles. Electric vehicle SUV options are limited, due to automobile manufacturers initially focusing on converting smaller passenger cars to electric vehicles, such as the Chevrolet Bolt. These smaller vehicles do not provide the required space for the equipment used for law enforcement activities or transit supervision vehicles. In considering proper ergonomics, injury prevention, and safety for security officers, SUVs provide:

1. Ample head room
2. Ample leg room
3. Additional space for equipment/cargo
4. Easier access to reach safety equipment/cargo

SUVs provide a slightly elevated seating position and improve officers' ability to observe their surroundings, allowing for better visibility ahead while the vehicle is in motion. SUVs' larger passenger compartment allow for the ability to modify the vehicle with aftermarket devices such as radios/radio chargers, cameras, computers, and other necessary equipment associated with security, while providing officers room to do their work efficiently and effectively. Sedans are designed for general consumers and are difficult to retrofit for security functions without compromising ergonomic considerations.

SUVs provide a larger driver and passenger sitting area allowing for more adjustability, easy access to equipment, easy view of their surroundings and enough room for movement by an officer. Ergonomic considerations also arise over equipment officers wear on their duty belts.

## **DETERMINATION OF SAFETY IMPACT**

Metro's current MTS SUV fleet is antiquated and does not contain the most current technology, such as improved cameras, braking, and warning systems aimed to increase safety, which is now standard in the industry. The purchase of new vehicles will provide Metro with current state-of-the-art SUVs that maximize safety and performance for Metro's MTS team.

## **FINANCIAL IMPACT**

The funding of \$2,340,195.31 for this procurement is budgeted within the LOP in Capital Projects: 208607, and 212127, respectively,

The source of funds for the procurement will come from State and local funding sources that are eligible for Bus and Rail Capital projects. The specific source of funds for this action will come from Transportation Development Act, Article 4.

Since this procurement may extend beyond the current fiscal year, the Executive Officer responsible for each funded Capital Project will be responsible for budgeting resources in future Fiscal Years.

### **Impact to Budget**

Funding will come from State and Local sources including TDA4 that are eligible for State of Good Repair (SGR) projects. Allocating these funds to this effort maximizes project funding use given approved provisions and guidelines.

## **EQUITY PLATFORM**

This action will provide MTS with SUVs that will ensure the effective and efficient deployment of security personnel to Metro facilities, operations bus and rail divisions, bus stops & zones, and rail stations, within the Los Angeles County Metro service area, including Downtown Los Angeles, El Monte, Long Beach, Sun Valley, and other Equity Focus Communities (EFCs). The purchase of these vehicles will meet the continued and increased demands for support services to underserved locations and communities Metro serves.

The Diversity and Economic Opportunity Department (DEOD) did not recommend an SBE or DVBE participation goal for this procurement due to a lack of subcontracting opportunities for the thirty-three SUVs.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports Metro Strategic Plan Goal 5) Provide responsive, accountable, and trustworthy governance within the Metro organization. New MTS SUVs will minimize vehicle maintenance needs, improve safety and security, and lower emissions by deploying Hybrid All-Wheel-Drive Powertrain vehicles with the latest emission control devices on the market.

## **ALTERNATIVES CONSIDERED**

Staff considered leasing vehicles, but this alternative is not recommended due to the mileage and duty cycle that the MTS SUVs endure. Staff calculated that the cost of external leasing of vehicles is the least cost-effective alternative due to high mileage, high idle time, and heavy-duty cycle requirements.



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The alternative of retaining the existing SUVs is also not recommended. Diminished reliability, high maintenance costs, and frequent repairs over the past several years have rendered the use of the existing MTS SUV fleet a poor alternative for continued operation.

Not purchasing the recommended SUVs will significantly reduce the ability of Metro Transit Security to ensure the safety and security necessary for Metro's continued commitment to providing world-class transportation for all.

The current generation of EVs was determined to be inadequate for the MTS fleet considering vehicle size relative to equipment worn and used, EV charging frequencies and times, and current availability of on-site LA Metro EV chargers.

### **NEXT STEPS**

Following the authorization and execution of the contract, the vendor will initiate orders for the vehicles and provide Metro with a schedule with milestones for the delivery of the hybrid vehicles.

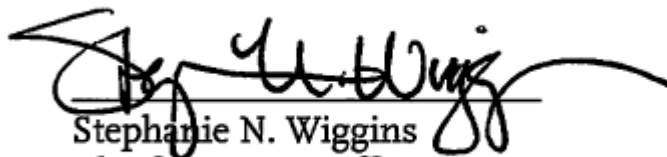
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Adam Robertson, Sr Director Non-Revenue, (562) 658-0231  
James Pachan, Sr. Executive Officer (213) 922-5804  
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034  
Gina Osborne, Chief Safety Officer, Systems Security & Law Enforcement, (213) 922-3055



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## Metro Transit Security Hybrid Vehicles OP87524000

1.	Contract Number: OP87524000	
2.	Recommended Vendor: Elite Auto Network Corp.	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 4/27/22	
	B. Advertised/Publicized: 4/28/22	
	C. Pre-Bid Conference: 5/04/22	
	D. Bids Due: 5/25/22	
	E. Pre-Qualification Completed: 7/1/22	
	F. Conflict of Interest Form Submitted to Ethics: 5/31/22	
	G. Protest Period End Date: 8/23/22	
5.	Solicitations Picked up/Downloaded: 6	Bids Received: 1
6.	Contract Administrator: Kimberlyn Richardson	Telephone Number: 213-922-2085
7.	Project Manager: Adam Robertson	Telephone Number: 562-658-0231

**A. Procurement Background**

This Board Action is to approve Contract No. OP87524000 issued in support of Metro Transit Security Hybrid Vehicles. Board approval of contract awards are subject to resolution of any properly submitted protest.

IFB No. OP87524 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

No amendments were issued during the solicitation phase of this IFB:

A single bid was received on May 25, 2022.

## **B. Evaluation of Bids**

This procurement was conducted in accordance, and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The 1 bid received is listed below:

### 1. Elite Auto Network

This bidder was determined to be fully responsive and responsible to the bid requirements.

The firm recommended for award, Elite Auto Network, the single responsive and responsible bidder was found to meet all technical requirements and is in full compliance with the IFB's requirements.

## **C. Market Survey**

Metro received a single bid and staff conducted a market survey of other firms to determine the reasons for the lack of formal bid responses to this IFB.

Six firms downloaded the solicitation and based on staff's communication with the firms, one submitted a bid, one advised vehicles were not available for them to bid, one was unable to supply the vehicles within a prompt manner as specified in the bid, and the others did not provide a response.

## **D. Price Analysis**

The recommended bid price from Elite Auto Network is the result of an open competitive bid process in a competitive environment. The bidder prepared its bid in the expectation of adequate price competition. Both Metro and the bidder anticipated there would be more than one acceptable bid submitted. Overall, the total bid price has been determined to be fair and reasonable based upon market conditions and selection of the single responsive and responsible bidder.

The single bid received was recommended for award even though the bid was higher than the independent cost estimate. The price variance is reflective of the Market Survey conducted and the current global market conditions which have been heavily impacted by the COVID-19 pandemic.

The market price of steel has fluctuated to almost double of what it was when the last batch of vehicles were purchased. A worldwide semiconductor supply shortage has stalled production within the automotive industry and drastically delayed the delivery timeline of vehicles. In addition, the global logistics landscape of moving goods is heavily burdened by a shortage of manpower combined with an increased cost of fuel driving up the freight cost for these units.

<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Elite Auto Network	\$2,340,195.31	<b>\$1,716,000</b>

**E. Background on Recommended Contractor**

The recommended firm, Elite Auto Network located in Beverly Hills, CA, has been in business for 35 years and is a leader in the Dealership Industry. Elite Auto Network has been previously awarded contracts and has been a certified Metro contractor since 2021.

**DEOD SUMMARY****PURCHASE THIRTY-THREE METRO TRANSIT SECURITY SUVS/OP87524****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this solicitation due to lack of subcontracting opportunities. IT is expected that Elite Auto Network will supply vehicles with their own workforces.

**B. Living Wage / Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**Board Report**

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**File #:** 2022-0543, **File Type:** Contract**Agenda Number:** 31.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 20, 2022****SUBJECT: ETHERNET SWITCH****ACTION: AWARD CONTRACT FOR ETHERNET SWITCH****RECOMMENDATIONS**

AUTHORIZE the Chief Executive Officer to award a one-year Indefinite Delivery/ Indefinite Quantity (IDIQ) Contract No. MA89960000 to Peacock Systems, the lowest responsive and responsible bidder for Ethernet Switches in the total contract amount of \$2,868,135.69, inclusive of sales tax, subject to resolution of any properly submitted protest(s), if any.

**ISSUE**

All Door Boarding (ADB) is one of the key components in the NextGen Bus Plan to improve transit speed, reliability, and customer experience. ADB was successfully piloted with Bus Mobile Validators (BMVs) installed on the J Line (Silver) 910/950 in 2016 and Metro Rapid Lines 720 and 754 in 2018 for fare collection. However, these BMVs are approaching obsolescence since they operate on 3G cellular technology, which will no longer be supported by cellular carriers that have moved to 4G and 5G technologies. The expansion of ADB to Tier One and Tier Two networks, as outlined in the NextGen Bus Plan, involves purchasing and installing the ethernet 16-port switches and second-generation BMVs at all doors of each bus to process Transit Access Pass (TAP) card fare payments.

The ethernet switch allows the new, second-generation BMVs to connect to the farebox to transmit updated bus assignment data and fare tables to the BMVs remotely and instantly without relying on manual configurations, providing greater operational flexibility to ensure buses can be assigned to different lines on a given service day. The ethernet switch will also allow the new BMVs and fareboxes to connect to the bus router for modern cellular communications. These 16-port managed switches will also be used to expand and upgrade other onboard systems such as the automatic passenger counters (APC), head signs, Smart Drive incident recording system, and vehicle health monitoring system.

**BACKGROUND**

The procurement of the ethernet 16-port switches supports the transition to ADB, which results in a

more even distribution of the passenger loading, reduced passenger flow friction between passengers boarding and exiting the front door, particularly when a wheelchair ramp is deployed, and reduced passenger crowding around Metro bus operators.

In 2018, Metro began redesigning the bus system to better meet the needs of current, former, and future riders. The Metro Board authorized the NextGen Bus Plan in February 2020 for public review. The Plan proposed improvements that would speed up buses, double the number of frequent Metro bus lines and provide over 80% of current bus riders with all day, frequent service. The Plan would also ensure walking distance access to transit for 99% of current riders and improve the waiting experience. Based on the NextGen Bus Study, the primary benefits of All Door Boarding are estimated to be 2.5% travel time savings. The 2.5% travel time savings refers to the estimated systemwide reduction in time for customers to reach their destination due to the reduced dwell time at each bus stop along routes throughout the Metro service area. ADB expedites boarding and reduces dwell time at bus stops, thereby enhancing convenience and reducing travel times for bus riders.

## **DISCUSSION**

The ethernet 16-port switches will allow for the implementation of the second generation BMVs in support of the NextGen Bus Plan, along with new and equitable initiatives built on the TAP card platform, such as the Fareless System Initiative (FSI), Low Income Fare is Easy (LIFE) and Fare Capping programs. The system capacity will be expanded to support these programs since the new BMVs have increased capacity to deliver over 50% more autoloads than the existing BMVs. The new BMVs operate more quickly and reliably, enhancing customer experience as they board the bus.

Installation of the 16-port managed ethernet switch allows for automatic configuring of BMVs to support ADB and automatically enables bus assignments to be uploaded to BMVs without requiring manual configuration by staff during the daily rollout. The installation of an ethernet switch will allow the farebox and BMV to communicate with the TAP back office via the bus router with modern cellular communications, which will result in eliminating the overlapping monthly cellular service fees for fareboxes and BMVs, with an estimated \$66,000 in monthly savings.

## **DETERMINATION OF SAFETY IMPACT**

Boarding access to all doors means a more even distribution of the passenger load, reduced passenger flow friction between passengers boarding and exiting at the front door, particularly when a wheelchair ramp is deployed, and reduced passenger crowding around Metro bus operators.

## **FINANCIAL IMPACT**

Funding of \$2,868,135.69 is included in the approved annual budget of \$6.5M in cost center 3151 under project 203049. The life of project budget is \$18.1 million for the 2<sup>nd</sup> generation BMV (Attachment C), of which \$10 million is funded by the California Transit Commission Local Partnership Program (LPP) for the purchase and installation of BMV and \$0.817 million is funded by the Bus Operations Subcommittee (BOS) for ADB activities, including TAP validators and other speed and reliability improvements.

### Impact to Budget

The source of funds for this action will come from Federal, State, and Local, including sales tax and fares. These sources are eligible for Bus Operating or Capital projects. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

### EQUITY PLATFORM

Bus transportation provides an important lifeline for the residents in underserved communities.

ADB allows for a more even distribution of the passenger load and fewer crowding conflicts at the front door. ADB also allows passengers who use wheelchairs to board with a ramp assist in the front of the bus while other passengers board from the other doors. Streamlining boarding due to ADB will reduce crowding on buses, improving onboard security and safety.

These improvements in customer experience with the implementation of ADB will benefit transportation equity by providing faster and more reliable bus service to current Metro customers and will increase the competitiveness and attractiveness of the bus system for new customers.

The Diversity and Economic Opportunity Department (DEOD) completed an evaluation of the proposal and confirmed that Peacock Systems is Small Business Enterprise (SBE) certified and approved for a sixty percent (60%) SBE commitment as a supplier.

### IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the strategic plan Goal 1: Provide high-quality mobility options that enable people to spend less time traveling and Goal 2: Deliver an outstanding trip experience for all users of the transportation system. This project will improve the speed and reliability of Metro Tier One and Tier Two bus service that runs through the heart of some of the most congested areas in Los Angeles County with some of the most equity-focused communities. Furthermore, this project would enhance the transit customer experience in those areas by reducing dwell time and a more even distribution of passenger load to minimize overcrowding in the front of the bus.

### ALTERNATIVES CONSIDERED

The alternative is to not procure the ethernet 16-port switches required for the second generation BMVs planned to support ADB Tier One and Tier Two corridors. This alternative is not recommended since California Transit Commission has already approved funding for Metro's Speed and Reliability Improvements Program with funding for ethernet 16-port switches and BMVs to implement All Door Boarding and NextGen Transit Signal Priority Project. Delays in procuring and installing ethernet 16-port switches and BMVs may jeopardize the LLP grant award. A decision to not install the second generation BMVs for this project would negatively impact the operating budget since the existing BMVs are obsolete with dilapidated 3G cellular technology that is no longer supported by cellular carriers and is no longer supported for purchase.

### NEXT STEPS



Upon approval of Contract No. MA89960000 to Peacock Systems, the vendor will provide a schedule to Metro for delivery of the Ethernet 16-Port Switches in accordance with the program schedule for BVM installation at all doors of the Metro bus fleet

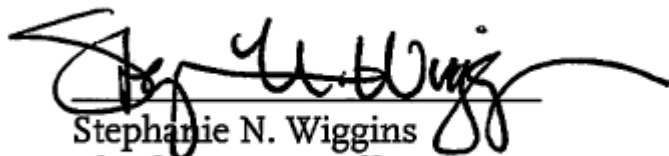
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Salvador Buenrostro, Sr. Manager, Equipment Maintenance, (213) 922-5589  
James Pachan, Sr. Executive Officer, 213-922-5804  
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051  
Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

Reviewed by: Conan Cheung, Chief Operations Officer, 213-418-3034



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## ETHERNET SWITCH/ MA89960000

1.	<b>Contract Number:</b> MA89960000	
2.	<b>Recommended Vendor:</b> Peacock Systems, 5120-C Schaefer Avenue, Chino, CA 91710	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates :</b>	
	<b>A. Issued:</b> 6/6/2022	
	<b>B. Advertised/Publicized:</b> 6/6/2022	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 7/6/2022	
	<b>E. Pre-Qualification Completed:</b> 7/18/2022	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 8/2/2022	
	<b>G. Protest Period End Date:</b> 10/21/2022	
5.	<b>Solicitations Picked up/Downloaded:</b> 16	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Claudia Carrillo	<b>Telephone Number:</b> (213) 922-1083
7.	<b>Project Manager:</b> Salvador Buenrostro	<b>Telephone Number:</b> (213) 922-5589

**A. Procurement Background**

This Board Action is to approve Contract No. MA89960000 for the procurement of Ethernet Switches. Board approval of this contract award is subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA89960 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery/Indefinite Quantity (IDIQ).

One amendment was issued during the solicitation phase of this:

- Amendment No. 1 was issued on June 9, 2022 to add Exhibits to IFB Zip File.

A total of two (2) bids were received on July 6, 2022.

## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive sealed bid. The two bids received are listed below in alphabetical order:

1. Meron, Inc.
2. Peacock Systems

Both firms were determined to be responsive and responsible to the IFB requirements. The recommended firm, Peacock Systems, the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

## **C. Price Analysis**

The recommended bid price from Peacock System has been determined to be fair and reasonable based upon adequate price competition and selection of the lowest responsive and responsible bidder.

<b>Low Bidder Name</b>	<b>Bid</b>	<b>Metro ICE</b>
Peacock Systems	\$2,868,165. 69	\$2,862,897
Meron, Inc	\$3,921,992.16	\$2,862,897

## **D. Background on Recommended Contractor**

The recommended firm, Peacock Systems, Inc. is located in Chino, CA and has been in business for twenty-one (21) years. Peacock Systems provided similar products for Metro and other companies. Peacock Systems has provided satisfactory service and product to Metro on previous purchases.

## DEOD SUMMARY

## BUS ETHERNET 16-PORT SWITCH/MA89960000

**A. Small Business Participation**

Effective June 2, 2014, per Metro's Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope shall constitute Small Business Set-Aside procurement.

Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro's website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to **SBE Certified Small Businesses Only**.

Peacock Systems, an SBE Prime, made a 60% SBE commitment. While it is expected that Peacock will perform 100% of the work with its own workforce, only 60% DBE credit is eligible as a supplier.

**SMALL BUSINESS SET-ASIDE**

	<b>SBE Prime Contractor</b>	<b>SBE % Committed</b>
1.	Peacock Systems (Prime)	60%
	<b>Total Commitment</b>	60%

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.



## Board Report

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File #: 2022-0638, File Type: Contract

Agenda Number: 32.

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE October 20, 2022

**SUBJECT: ELECTRIC VEHICLE CHARGER CONTRACT**

**ACTION: APPROVE THE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. OP55097000 with Axxera Inc. for the Electric Vehicle Charging Stations and Services contract to extend the Period of Performance by 24 months through December 1, 2024, and increase the Not-to-Exceed Total Contract Price by \$250,000, from \$699,718.72 to \$949,718.72.

#### **ISSUE**

The LA Metro Board approved the 2023-2028 Electric Vehicle Parking Strategic Plan (EVPSP) in June 2022 as a strategic blueprint for sustainable, cost-effective, and efficient investments in electric vehicle (EV) charging infrastructure for our region.

Metro is exploring available third-party funding sources to accelerate the regional deployment of EV on LA Metro properties. In addition to grants and utility incentives, public-private partnerships (P3) are viable options for funding and financing EV charger deployments. Staff estimates that it will take approximately 24 months to award a P3 contract that would include a project development agreement (PDA) development, procurement, and award.

Staff is requesting an additional \$250,000 under Contract No. OP55097000 with Axxera Inc. and an extension of the same contract to December 1, 2024, to provide service coverage until a P3 partner can be brought under contract.

#### **BACKGROUND**

Metro is committed to meeting ambitious emissions reduction goals through various strategies across our service region, including promoting the use of electric vehicles. Installation of EV chargers is an

essential component of EV deployment. The regional availability of EV chargers must be in place to achieve successful growth in EV usage.

As of May 2022, Metro operates 108 Level 2 EV charging ports, of which 81 are deployed at Park and Ride (P&R) locations for public use. There are two chargers reserved for Board use at Metro's Gateway building. Metro does not currently have chargers installed for dedicated employee use at its facilities.

Axxera Inc. currently manages Metro's EV Chargers through the existing Electric Vehicle Charging Stations and Services under Contract No. OP55097000. Metro spends approximately \$8,500 per month on EV Charger management and operations.

With the EVPSP approval, staff developed a financial and deployment strategy to explore alternative forms of operating models to accelerate the deployment of EV chargers at Metro properties, such as P3 contracts, instead of procuring a contract to replace the existing Electric Vehicle Charging Stations and Services contract (Contract No. OP55097000). These alternative operating models are intended to accelerate the deployment of EV chargers at Metro properties.

## **DISCUSSION**

Metro has committed to regionally deploying EV chargers to meet internal, local, and state ambitious emissions reduction goals. The EVPSP defines the charging infrastructure requirements, outlines a prioritized approach to charging deployment, and estimates the costs and benefits associated with completing the EV Parking Strategy. The Plan also defines policies and management strategies to facilitate a successful charging program for internal operations and public use.

With over a decade of deployment, the Metro EV Charger network serves approximately 7,000 subscribed customers. Metro's charging equipment is compliant with the Open Charge Point Protocol (OCPP), which allows for the flexibility and interoperability of various charging network service providers across Metro's network and on existing charging hardware. Metro's current network of 108 chargers is operated and maintained through a contract with Axxera. The Axxera contract is set to expire in November 2022.

Metro crafted the EV Parking Strategy to prioritize funding availability from utility programs and other potential future grant sources. Staff will pursue all possible grants or other funds to reduce the capital or operational costs of completing the EV Parking Strategy.

Metro is pursuing a public-private partnership through a Project Development Agreement with potential developers. The intent of pursuing this path is to reduce the upfront investments required for the EV Parking Strategy. This partnership could include innovative financing, ownership, or revenue models that would help accelerate investments to increase access for charging at Metro's employee and public facilities. The P3 developer could design, build, finance, and maintain the implementation of EV chargers, including installing and maintaining up to 3,000 chargers. This number of EV chargers could also inform the next phase of EV charger installation at Metro properties beyond the initial 5-year Strategic Plan.

Consistent with prior practice, staff will work with our union partners and the P3 team to ensure there

are workforce development and partnership opportunities for represented employees.

Until a P3 contract is issued, and the existing network is transferred to the selected P3 partner, Metro will continue to operate its public and fleet charging stations. Metro expects the P3 to be a long-term relationship between the agency and the selected partner, anticipating the initial contract term to cover the five years planned in the EVPSP, with the potential for two, five-year extensions to allow the partner to continue growing the network and recover costs as utilization of chargers grows over time.

### **DETERMINATION OF SAFETY IMPACT**

This Board action will not impact Metro safety standards.

### **FINANCIAL IMPACT**

The funding of \$250,000 for the Contract Modification Authority is included in the Cost Center 2150, Project 450003. There are two scopes of work in this contract: operations of the EV charger network and the maintenance of the EV chargers due to vandalism, weather impacts, on the ground software updates, and charger replacements.

Staff is responsible for providing appropriate budgets prior to executing each maintenance activity.

Obligations and authorizations made within the total Contract authorized funding amount will be against the Project No. 450003 project and up to the Board-approved project budget for the fiscal year.

#### **Impact to Budget**

The current funding source for this action is the Metro Green Fund (derived from carbon credits). Use of this funding source maximizes the project funding allocations allowed by approved provisions and guidelines.

### **EQUITY PLATFORM**

There are currently 108 EV chargers across the Metro system in 26 locations. The mix of locations include six Metro Bus and Rail Divisions where Non-Revenue Fleet are charged, and 20 public charging locations, specifically located at Metro Park and Rides.

Table 1 shows which chargers and how many are located at either Metro or a Park and Ride lot. Two public charging locations (i.e., Atlantic Station and La Cienega/Jefferson Station) are in Equity Focus Communities locations.

Continuing the EV charger service under this contract will facilitate continued access to EV charging for Metro's non-revenue fleet and transit riders, while a new more comprehensive expansion program is in development.

While there are currently ~7,000 public customers that are served by the EV Charger Program, the current program does not capture the demographics of EV owners that use our service.

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A voluntary demographic survey is currently being planned as part of this extension to gather demographic data, inform, and advise current and future EV charger program activities.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Continuing our EV charger operations while developing the PDA supports the implementation of Metro's Strategic Plan Goals, aligning with the following goals:

1.2.D: Improve connectivity to provide seamless journeys by improving Park & Ride experience for electric vehicle owners and providing charging access to those who lack access to home charging.

4: Transform LA County through regional collaboration and national leadership with partners to develop EV charging and help meet City and State initiatives to accelerate EV adoption through greater access to electricity as a transportation fuel.

5.7: Metro will build and nurture a diverse, inspired, and high-performing workforce by providing workplace charging to employees and supporting those who drive EVs or are interested in owning an EV but lack reliable locations to charge one.

Further, the continued use of EV chargers addresses the 2019 CAAP and 2020 MBS Plan goals. The CAAP committed Metro to a 79% reduction in greenhouse gas emissions from our internal operations by 2030 and included measures to install EV charging at Metro facilities for employee commuter use. The MBS Plan emissions and pollution control Goal 5.4 included exploring "further measures to reduce employee commuting emissions."

### **ALTERNATIVES CONSIDERED**

The Board may choose not to approve the recommendation to extend the existing Electric Vehicle Charging Stations and Services under Contract No. OP55097000. Staff does not recommend this alternative because it would risk the use and service of all Metro EV Chargers for our 7,000 subscribed customers while we develop an accelerated path for EV charger deployment.

### **NEXT STEPS**

Upon approval, Metro will execute Mode 7 to the Electric Vehicle Charging Stations and Services under Contract No. OP55097000 for the terms requested herein.

### **ATTACHMENT**

Attachment A - Procurement Summary

Attachment B - Modification Log

Attachment C - DEOD Summary

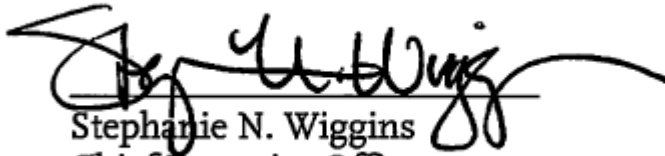
Prepared by: Cris B. Liban, Deputy Chief, Sustainability, (213) 922-2471



Debra Avila, Deputy Chief Vendor/Contract Management Officer,  
(213) 418-3051

.Reviewed\_by

Reviewed by: Nicole Englund, Chief of Staff, Office of the CEO, (213) 922-7590



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

**Electric Vehicle Charging Stations and Services  
CONTRACT NO. OP55097000**

1.	<b>Contract Number:</b> OP5509700			
2.	<b>Contractor:</b> Axxera Inc.			
3.	<b>Mod. Work Description:</b> Extend the Period of Performance by 24 months and add funds to the contract			
4.	<b>Contract Work Description:</b> Electric Vehicle Charging Stations and Services			
5.	<b>The following data is current as of:</b> 09.21.22			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	08-01-2019	<b>Contract Award Amount:</b>	\$636,107.93
	<b>Notice to Proceed (NTP):</b>	08-01-2019	<b>Total of Modifications Approved:</b>	\$63,610.79
	<b>Original Complete Date:</b>	09-04-23	<b>Pending Modifications (Including this action):</b>	\$250,000.00
	<b>Current Est. Complete Date:</b>	12-01-24	<b>Current Contract Value (with this action):</b>	\$949,718.72
7.	<b>Contract Administrator:</b> Kimberlyn Richardson		<b>Telephone Number:</b> 213-922-2085	
8.	<b>Project Manager:</b> Craig Reiter		<b>Telephone Number:</b> 213-418-3476	

**A. Procurement Background**

This Board Action is to approve a Contract Modification issued in support of:

- 1.) Extending the Contract Period of Performance by 24 months through December 1, 2024, and increase the Not-to-Exceed Contract Price by \$250,000, from \$699,718.72 to \$949,718.72

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a Firm Fixed Price (FFP).

This Contract was executed on August 1, 2019, to Axxera Inc. for a 24-month period of performance for a Total Not-to-Exceed Contract Value of \$636,107.93.

(Refer to Attachment B – Contract Modification/Change Order Log)

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based upon a price analysis and technical evaluation. Axxera Inc. is not escalating their competitively obtained unit rates for the 24-month extension, which was the basis of Metro’s ICE. Therefore, the proposed amount, Metro ICE, and the negotiated amount are all consistent.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
\$250,000.00	\$250,000.00	<b>\$250,000.00</b>

**C. Contractor**

Axxera Inc. is a Metro certified Small Business Enterprise (SBE) firm located in Irvine, California. Axxera was founded in 2007 and is uniquely positioned to safeguard the electronic presence of today’s corporations. The founders pioneered the security industry by designing, building, and partnering with companies to provide services such as installation and maintenance of electric vehicle charging stations and 24/7 customer service. Axxera has provided satisfactory service and product to Metro on the current contract.

## CONTRACT MODIFICATION/CHANGE ORDER LOG

**Electric Vehicle Charging Stations and Services  
CONTRACT NO. OP55097000**

<b>Mod. no.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Add Subcontractor at no cost	Approved	12.3.19	\$0.00
2	Revised Statement of Work for additional work	Approved	01.15.20	\$1,482.94
3	Additional Electric Vehicle Charging Station	Approved	07.27.20	\$2,500.00
4	Incorporate warranty extension language, Extend Period of Performance and add \$59,627.85	Approved	10.14.21	\$59,627.85
5.	Extend Period of Performance	Approved	08.12.22	\$0.00
<b>6.</b>	<b>Increase Contract Value, Extend Period of Performance</b>	<b>Pending</b>	<b>TBD</b>	<b>\$250,000.00</b>
	<b>Modification Total:</b>			<b>\$313,610.79</b>
	<b>Original Contract:</b>	Approved	08.01.19	<b>\$636,107.93</b>
	<b>Total:</b>			<b>\$949,718.72</b>

**DEOD SUMMARY**

**ELECTRICAL VEHICLE CHARGING STATIONS/OP55097000**

**A. Small Business Participation**

Axxera, Inc., a Small Business Prime, made an 81.11% Small Business Enterprise (SBE) commitment on this SBE Set-Aside project. Based on payments, the project is 99% complete and the current SBE participation is 83.11%, exceeding the commitment by 2.00%.

<b>Small Business Commitment</b>	<b>SBE 81.11%</b>	<b>Small Business Participation</b>	<b>SBE 83.11%</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Axxera, Inc. (SB Prime)	81.11%	83.11%
	<b>Total</b>	<b>81.11%</b>	<b>83.11%</b>

<sup>1</sup>Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

**C. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.



**Board Report**

**File #:** 2022-0670, **File Type:** Oral Report / Presentation

**Agenda Number:** 34.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 20, 2022**

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

**Equity Platform**

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employees or field supervisors serving in a customer-facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of the location, job responsibilities, and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also work with Logistics, which nominates employees once a quarter that works in our storerooms.

Prepared by: Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034

Stephanie N. Wiggins  
Chief Executive Officer

# October

## Employees of the Month



**Metro**

Operations, Safety, and Customer Experience Committee

October 20, 2022

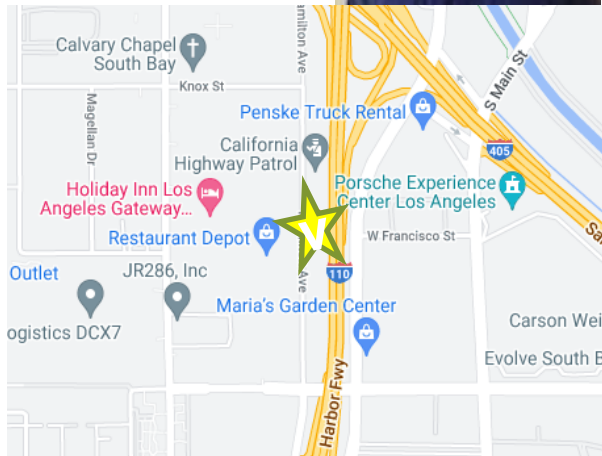
# Employees of the Month



## Transportation

MicroTransit Operator

**Dhyan Hewage**

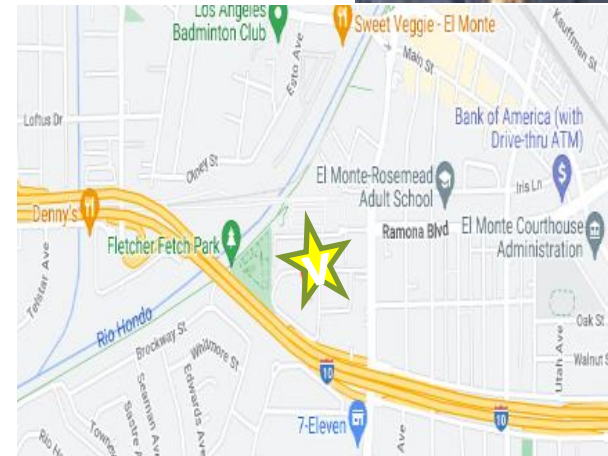


**Torrance Reporting Location**

## Maintenance

Mechanic "A" Leader

**Yezid (Chico) Rubio**



**Division 9 – El Monte**





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File #: 2022-0671, File Type: Oral Report / Presentation

Agenda Number: 35.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 20, 2022**

**SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE**

**RECOMMENDATION**

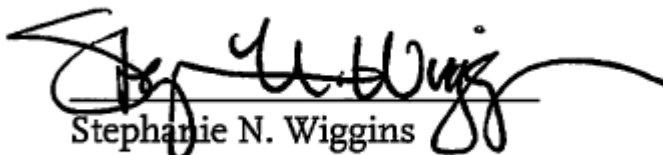
RECEIVE oral report on Operations ridership, hiring, and service restoration.

**Equity Platform**

Operations collaborates with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service.

Prepared by: Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

Reviewed by: Conan Cheung, Chief Operations Officer  
(213) 418-3034

  
Stephanie N. Wiggins  
Chief Executive Officer










# **COO Oral Report**

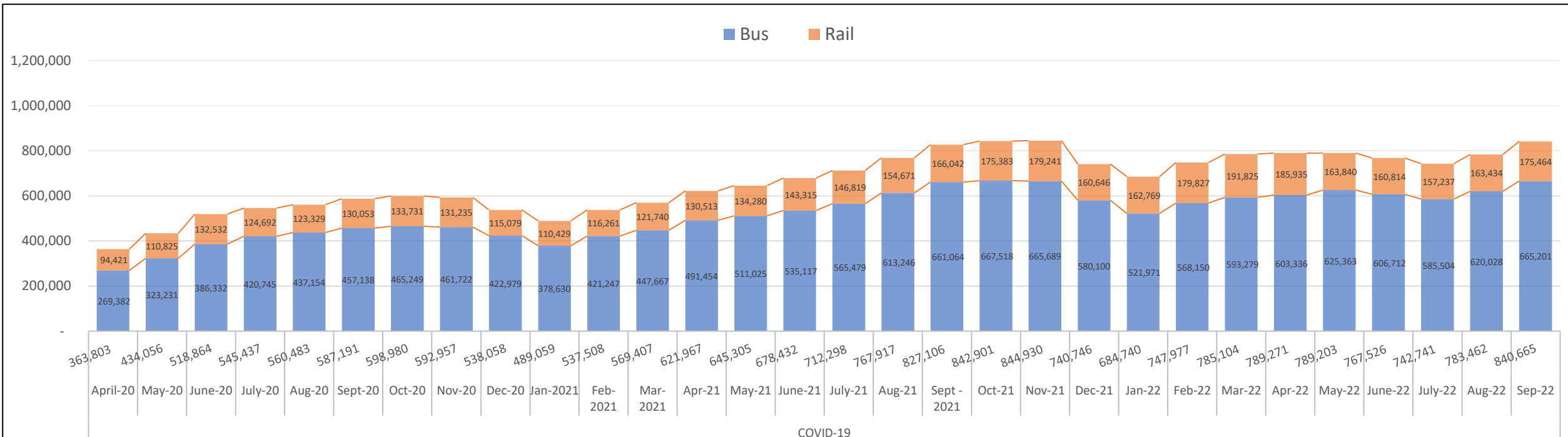
## **Operations Ridership and Service Restoration Update**

Operations, Safety & Customer Experience Committee Meeting  
October 20, 2022

# Status of Conditions for Service Restoration

	GOAL	STATUS Feb-22	STATUS Aug-22	STATUS Sep-22	  
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	154 August 2022 (month)	61 Sept 2022 (month)	
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 3,156 / Rail: 317 Total: 3,473	Bus: 3,178 / Rail: 314 Total: 3,492	
Cancelled Service	2% or less per day	Weekday: 11% Sat: 8% / Sun 20%	Weekday: 4.7% Sat: 4.0% / Sun: 10.5%	Weekday: 3.2% Sat: 3.5% / Sun: 7.2%	
Ordered Call Backs	200 or less per week	766 (per week in Jan 2022)	686	599	

# Systemwide Average Weekday Ridership



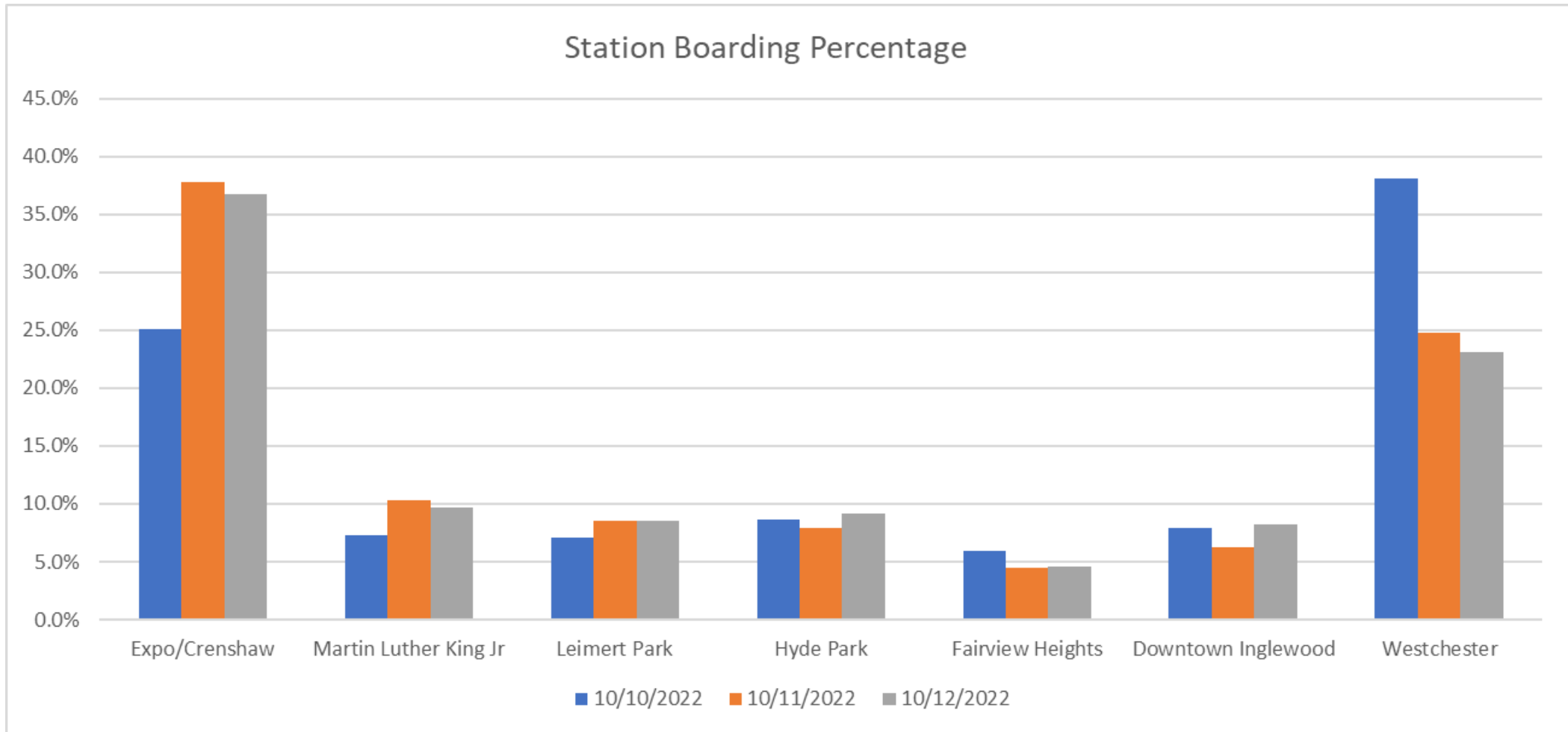
COVID-19

	Pre- COVID-19	Start of COVID-19	Feb-20	Mar-20	April-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	June-22	Jul-22	Aug-22	Sep-22	
Ridership																																			
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	842,901	844,930	740,746	684,740	747,977	785,104	789,271	789,203	767,526	742,741	783,462	840,665			

**Ridership Analysis Relative to Equity Focused Communities (Metro 2022 EFC Map) :**

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 79.8% in August 2022 (bus stop data available month to month)
- Rail: Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

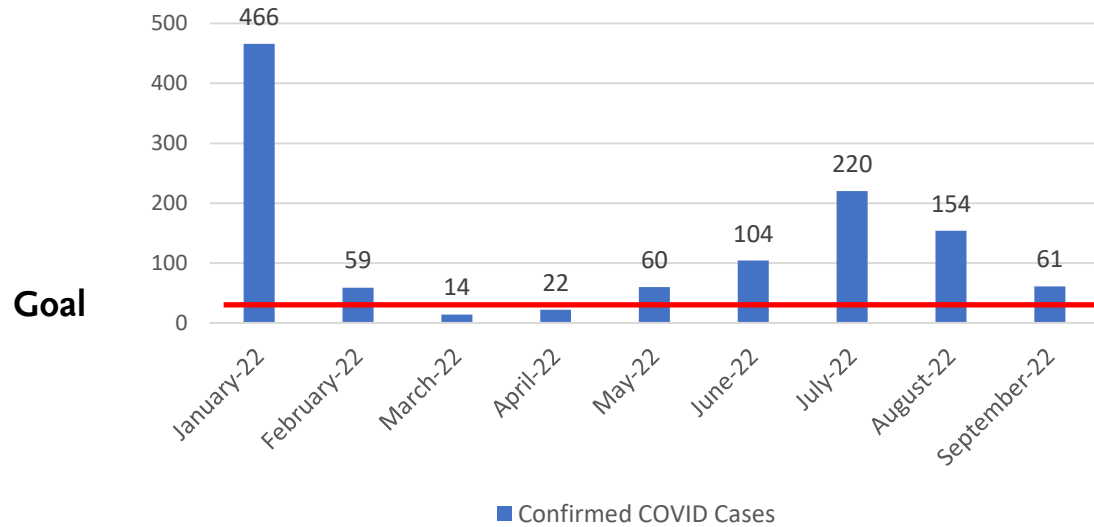
# Preliminary K-Line Ridership



# Operator COVID Status

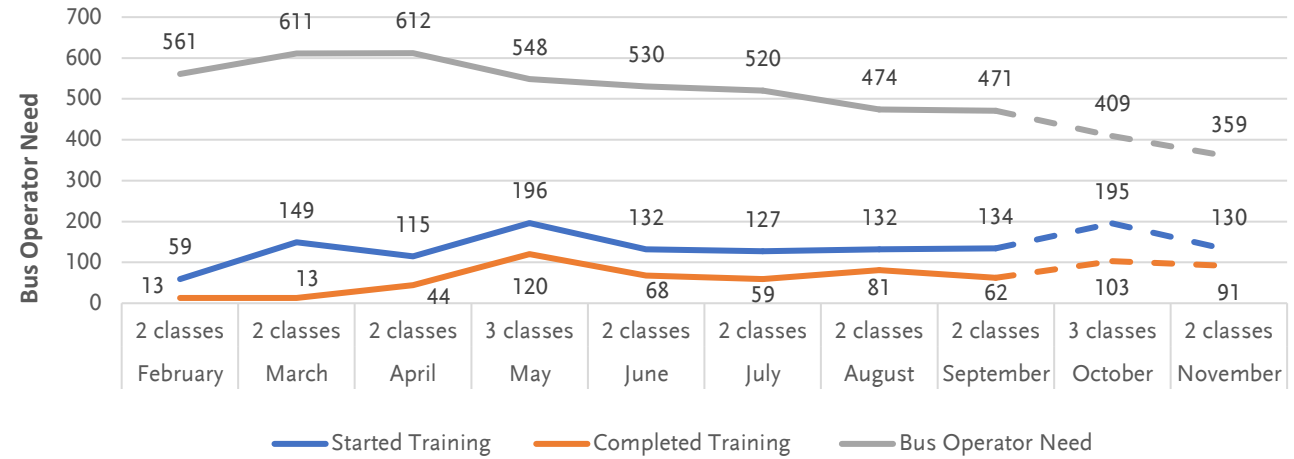
# Operator Staffing Levels

Operator Confirmed COVID Cases



Goal

Bus Operator Need Projection Look Ahead

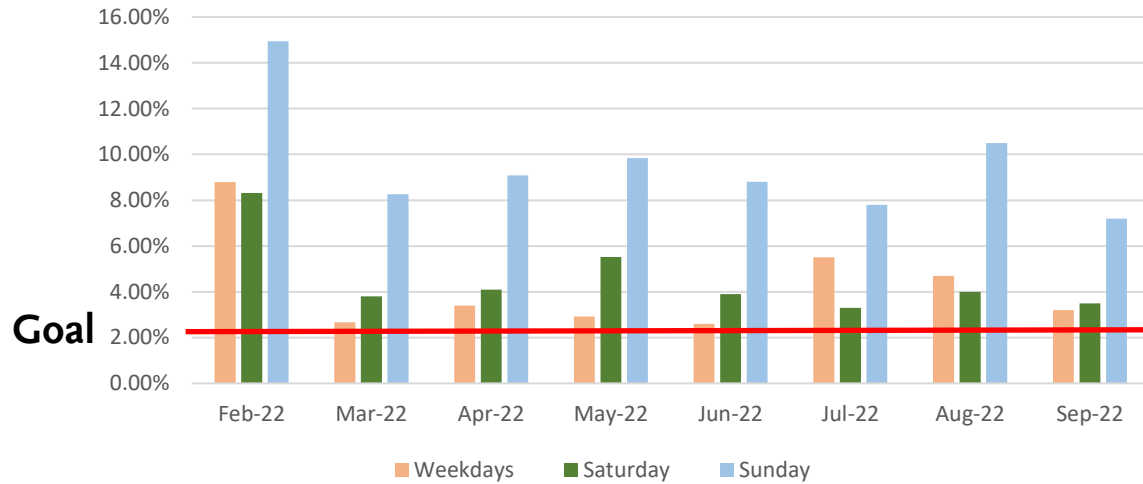


- **Goal: no more than 30 new COVID cases per month for operators**
- **August 2022 total: 154 operator cases**
- **September 2022 total: 61 operator cases**

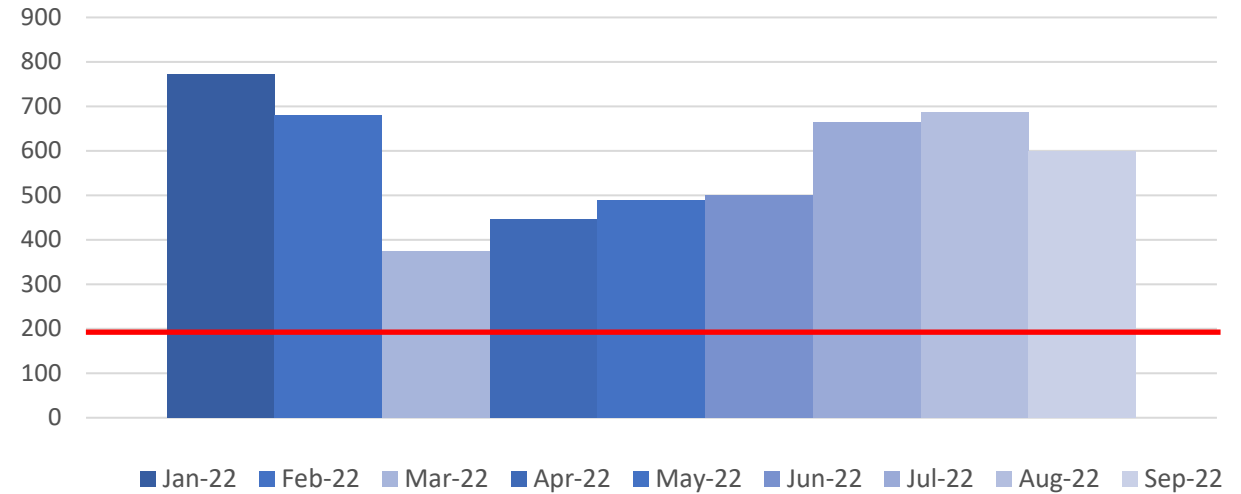
# Cancelled Service

# Ordered Callbacks

Monthly Cancellations



Ordered Call Backs - Weekly Average



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **August averages compared to 10% in January 2022:**
  - **4.7% Weekday**
  - **4.0% Saturday**
  - **10.5% Sunday**
- **September averages compared to 10% in January 2022:**
  - **3.2% Weekday**
  - **3.5% Saturday**
  - **7.2% Sunday**

- **Goal: No more than 200 mandatory (ordered) call backs per week systemwide**
- **February 2022 ordered call back average: 681**
- **August 2022 ordered call back average: 686**
- **September 2022 ordered call back average: 599**

# Streamlined Recruitment, Employee Recognition, and Events

## Hiring Initiatives

- Hiring Event on Saturday, September 24<sup>th</sup> yielded 266 attendees and 230 conditional offers
- Upcoming In-Person Hiring Event scheduled for Saturday, October 29<sup>th</sup> at Operations Central Instruction (OCI)
- Piloted Spark Hire, a video interview platform, as of July 8<sup>th</sup> and preliminary feedback is positive
- Continue outreach to previously separated and retired employees- CPO has reached out to more than 60 potential annuitants. We are still waiting for responses.

## Continue Employee Engagement, Incentives, and Retention Initiatives

- Online platform for employee weekend rewards
- Continue Employee referral programs
- Frontline employee recognition and social events at Divisions
  - Celebrating Excellence in the Workplace and Transit Operator Appreciation festivities are targeted for March 2023
  - All-Hands meeting division rotation visits Continue to recognize operators during the CEOs' All-Hands meeting: work anniversaries, raffles, and our CEO's three good things
- Continue Quarterly Management meetings at divisions
- SSLE Bus Officer Pilot Program was launched on August 31<sup>st</sup>
- Appreciation and Retention Bonus



## Employee Recognition and Events

- The Los Angeles Metro Bus Roadeo will be held on Saturday, October 22<sup>nd</sup> from 7 am to 1 pm at Santa Anita Park, Gate 3
- Metro's 8<sup>th</sup> Annual Veteran's Luncheon will be held on Friday, November 4<sup>th</sup> from 11 am to 1:30 pm at Union Stations' Historic Ticketing Concourse
- The Los Angeles Metro Rail Roadeo is scheduled for Saturday, November 5<sup>th</sup> at Division 24 in Monrovia





## Board Report

File #: 2022-0492, File Type: Informational Report

Agenda Number: 36.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 20, 2022

**SUBJECT: OCTOBER 2022 SERVICE CHANGES AND RESTORATION**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE a status report on October 2022 service change and restoration of 200,000 annualized bus revenue service hours.

#### **ISSUE**

Metro traditionally implements transit service changes (bus and rail) in June and December of each year. Metro plans to implement an additional service change effective Sunday, October 23, 2022, a second phase to restore the full pre-COVID 7 million revenue service hours (annualized). With these changes, annualized bus revenue service hours will increase from approximately 6.5 million revenue service hours to 6.7 million revenue service hours.

#### **BACKGROUND**

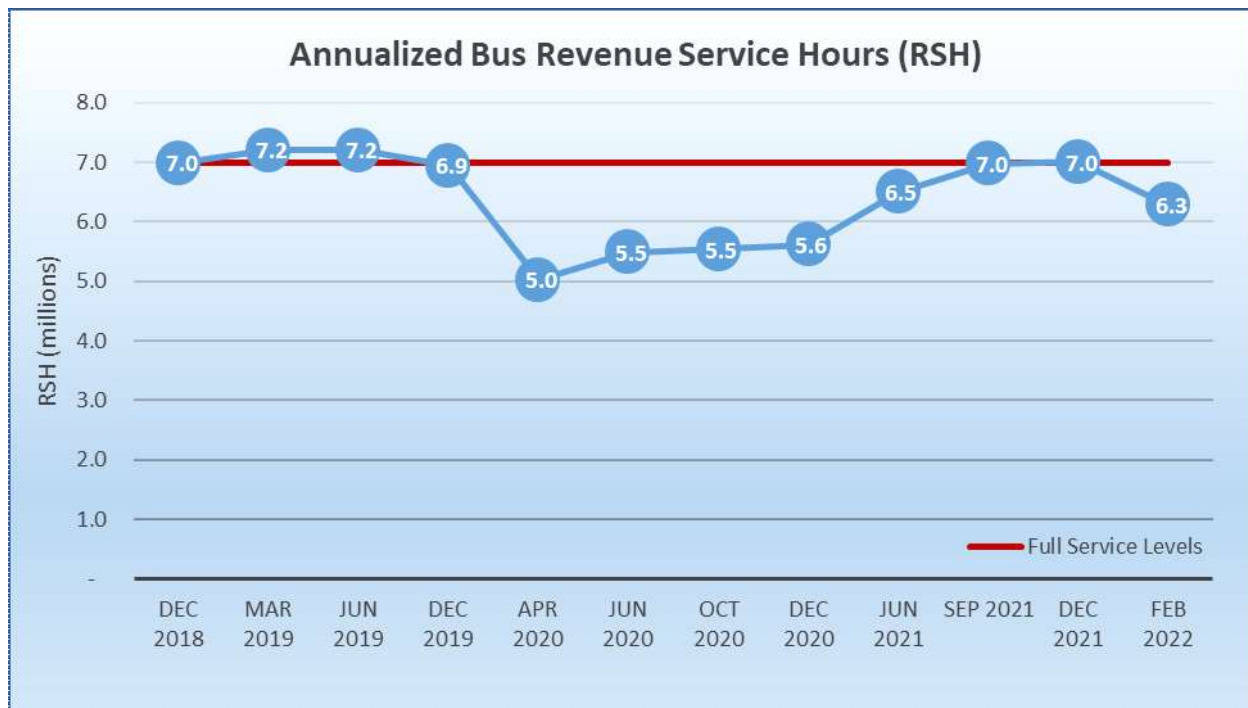
Metro's twice-annual service change program allows Metro to improve the customer experience through revised transit routes and schedules. However, since the onset of the pandemic in early 2020, multiple service changes have been implemented to respond to the impacts on ridership and operator availability:

- At the beginning of the COVID pandemic, service levels were reduced by 30% in **April 2020** from 7.0M annualized Revenue Service Hours (RSH) to 5.0M - representing the deepest cut in service during the pandemic. The reductions were made as a result of three factors: 1) 70% decline in bus ridership, 2) significant loss of sales tax revenues, 3) high service cancellation rates close to 20% due to operators' COVID infections, taking care of family with the virus, and childcare needs due to the Safer at Home orders.
- As ridership rebounded to about 50% of pre-COVID levels in **June 2020**, service levels were increased to 5.5M annualized RSH to meet additional demand and to ensure social distancing.
- **Motion 10.1 of September 2020** (Attachment A) stated that Metro should prepare an FY21 Operations Recovery Plan that outlined a clear decision-making framework for restoring

service and identified the financial and human resources needed at each stage of recovery.

By **June 2021**, ridership rebounded to 65% of pre-COVID levels. As such, and per Board approved Motion 27.1 (Attachment B) by Director Garcetti, service levels were increased to 6.5M annualized RSH.

- Service levels were fully restored to 7.0M annualized RSH in **September 2021** as directed by Motion 27.1.
  - Unfortunately, due to the Omicron variant of the COVID virus, Metro experienced a significant increase in operator absences in late 2021/early 2022. This, coupled with the existing operator shortage, consistent with the National labor shortage and higher attrition rates, resulted in a significant shortage of available operators and thus an increase in canceled service (as high as 15%-20%) and ordered call backs of available operators to work. These cancellations disproportionately impacted Equity Focused Communities and contributed to operator fatigue, burnout, and low morale.
  - To stabilize the system, a strategic service reduction was made throughout the network, with an equity focus that prioritized higher service levels allocated to Equity Focus Communities with highest propensity to use transit. The changes used a modified version of the NextGen frequency tiers. This temporary service reduction (7.0M RSH reduced by 10% to 6.3M RSH) was implemented in **Feb 2022**.
    - This temporary reduction resulted in a much more reliable and predictable system for our customers, more balanced passenger loads, evened out headways, and demonstrated valuing of our employees by significantly reducing the ordered call backs that were fatiguing our operators resulting in higher attrition.
-



*Conditions for an Equitable and Reliable Service Restoration*

At the January 2022 Board meeting, Staff reported that full-service restoration (7.0 M RSH) requires all conditions below to be met:

- No pandemic spike, no more than 30 new COVID cases per month for operators.
- Metro operator numbers (4,003) required to meet the needs of 7.0M RSH.
- No more than 200 mandatory (ordered) call-backs per week systemwide; and
- No more than 2% systemwide bus service cancellations.

The first service restoration was implemented in June 2022, increasing service from 6.3 to 6.5 M RSH (annualized).

Given the shortage of operators, it is anticipated that cancellations and ordered call backs will slightly increase when the service change is implemented, as anticipated in previous presentations on service restoration planning. However, as staffing levels increase, cancellations and callbacks are expected to decrease. Similarly, with the June 2022 service changes, cancellations and callbacks increased. However, as of the end of September 2022, the above metrics are each improving:

- New Operator COVID cases per month showed a significant drop from 154 cases in August to 61 caes in September.
- Active bus operator numbers are trending up (3178 as of the end of September). This trend should continue following a successful hiring fair on September 24<sup>th</sup> which yielded 230 conditional offers.

- Ordered call backs are also trending down, dropping from 686 in August to 599 in September.
- Bus service cancellations reduced in September compared to August (weekdays 3.2% versus 4.7%; Saturday 3.5% versus 4.0%; Sunday 7.2 versus 10.5%).

Staff will continue to track these metrics closely as the October service change, the second round of service restoration, is implemented. While there are no changes to rail service levels as part of the October 2022 service change, the change was coordinated with the launch of the new Crenshaw K Line service on October 7, 2022.

## **DISCUSSION**

The October 2022 service change follows the same service restoration framework used for the June 2022 service changes. This framework focuses on Service Quality, valuing our Employees, and restoring the NextGen Bus Plan service levels. This change restores 200,000 annualized revenue service hours, increasing from 6.5 to 6.7 M RSH (annualized).

An additional 17 weekday, 16 Saturday, and 15 Sunday schedules have been reviewed and adjusted to value our operators by giving them the time needed to operate each trip safely and reliably and obtain rest breaks at the end of trips. Additional long shift lengths will also be reduced. These changes also provide more reliable service for Metro riders.

The changes are consistent with Board approved Motion 43 (Attachment C) by Directors Mitchell, Solis, Bonin, and Garcetti for service restoration and are based on the NextGen Bus Plan. The restoration prioritized lines with the highest load factors, with 15 weekday, 5 Saturday, and 5 Sunday lines seeing increased service frequencies, with 3 other weekday, 2 Saturday, and 1 Sunday lines gaining a small number of extra trips to accommodate increased ridership. The changes are also responsive to customer feedback on the previous service changes, gathered either directly from our riders while promoting service changes at bus stops, through the Metro Customer Service call center, the Metro website, and social media blog (The Source), as well as at the five Metro Regional Service Council meetings each month. A small number of bus route and stop changes are proposed as part of the October 2022 service change, including NextGen Bus Plan changes (Lines 78, 212, 224, 237, 534, 690) and adjustments for the opening of the Crenshaw K Line rail service (Lines 40, 111, 210, 211, 215 and new C & K Line Link between the C and K Lines). These changes are detailed in Attachment D.

Implementation will include staff attending major stops to inform riders of changes, as well as printed materials (summary brochure and schedules) available on buses, a special service change section on Metro.net, social media and Source posts, and signage placed at all impacted bus stops informing of the changes.

Metro continues to focus on new operator hiring and retention to continue the full-service restoration of 7 million revenue service hours (annualized) consistent with the NextGen Bus Plan.

## **EQUITY PLATFORM**

The October 2022 service change will improve both the quality and quantity of service provided

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across the Metro bus network and especially in EFCs. 11 of the 15 bus lines seeing added service and 12 of the 19 lines with revised schedules for improved on time performance in the October 2022 service change have greater than 50% of their line miles located in EFCs. Please also refer to Attachment E map and Attachment F service frequency table. The additional service added in the October 2022 service change ensures Metro continues the process of restoring the full 7 million revenue hours of service planned under the NextGen Bus Plan. This plan allocated the highest service levels to equity focus areas where high quality transit is a key to enhanced mobility for residents. Metro will continue to receive feedback on the changes directly from riders at bus stops, through the Metro Customer Service call center, the Metro website and social media blog (The Source), and at the five Metro Regional Service Council meetings each month.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The service changes support strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

### **NEXT STEPS**

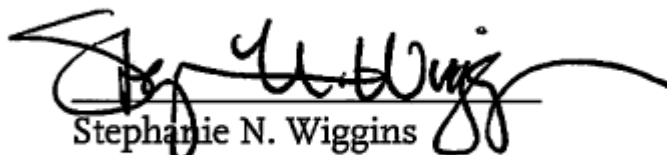
Staff will implement the October 2022 service change on Sunday, October 23, with the marketing of the changes occurring beginning October 10<sup>th</sup> and continuing up to and beyond the implementation date.

### **ATTACHMENTS**

- Attachment A - Motion 10.1
- Attachment B - Motion 27.1
- Attachment C - Motion 43
- Attachment D - Description of October 2022 Service Change
- Attachment E - Map of October 2022 Service Improvements
- Attachment F - Metro Transit Service Frequencies - October 2022

Prepared by: Joseph Forgiarini, Senior Executive Officer, Service Development (213) 418-3400

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer





# Metro

## Board Report

**File #:** 2020-0644, **File Type:** Motion / Motion Response

**Agenda Number:** 10.1.

### REGULAR BOARD MEETING SEPTEMBER 24, 2020

#### Motion by:

#### **DIRECTORS BONIN, GARCETTI, SOLIS, GARCIA, AND KUEHL**

Related to Item 10: Fiscal Year 2021 (FY21) Budget

The COVID-19 Crisis has created incredible strain on Metro's operations and finances. An unprecedented drop in sales tax and other revenue has caused a \$1.2 billion decrease in Metro's budget from FY20 to FY21, with additional volatility likely throughout FY21 and beyond. At the same time, COVID-19 health and safety measures and labor agreements have increased operational costs per hour of service. Despite an infusion of federal funding from the CARES Act, Metro still faces an uncertain operations budget that will require continuous updates throughout the fiscal year.

The proposed FY21 budget is an accurate reflection of today's greatly diminished transit service levels. However, maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency's strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region's underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county's most vulnerable populations, who disproportionately rely on bus service.

Metro should prepare an FY21 Operations Recovery Plan that outlines a clear decision-making framework for restoring service and identifies the financial and human resources needed at each stage of recovery. This Plan should clearly articulate how NextGen parameters are being applied to interim service decisions, in addition to public health and customer experience considerations. Most importantly, this Plan should commit to achieving NextGen's performance outcomes (revenue miles, number of high-frequency lines, number of people with access to frequent service), even if pre-COVID revenue service hours may not be necessary to achieve them.

#### **SUBJECT: FY21 OPERATIONS RECOVERY PLAN**

#### **RECOMMENDATION**

APPROVE Motion by Directors Bonin, Garcetti, Solis, Garcia, and Kuehl that the Board direct the Chief Executive Officer to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
1. Aligns bus lines with their respective NextGen service tier standards.
  2. Does not exceed maximum load factors on buses and trains based on industry-accepted health and safety standards.
  3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds.
  4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
  5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.





# Metro

## Board Report

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**File #:** 2021-0083, **File Type:** Motion / Motion Response

**Agenda Number:** 27.1.

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**REGULAR BOARD MEETING  
FEBRUARY 25, 2021**

**Motion by:**

**DIRECTOR GARCETTI**

Related to Item 27: FY22 Revenue Service Hour (RSH) Program Parameters and Motion 11.1 FY21 Service Increase Motion Update

**SUBJECT: AMENDMENT TO FY22 REVENUE SERVICE HOUR (RSH) PROGRAM  
PARAMETERS AND MOTION 11.1 FY21 SERVICE INCREASE MOTION UPDATE**

**RECOMMENDATION**

APPROVE Motion by Director Garcetti that the Board direct the Chief Executive Officer to:

Amend the current timeline to accelerate the implementation of 6.5 million Revenue Service Hours by June 2021 and 7 million by September 2021.



# Metro

## Board Report

**File #:** 2022-0050, **File Type:** Motion / Motion Response

**Agenda Number:** 43.

### REGULAR BOARD MEETING JANUARY 27, 2022

#### Motion by:

#### **DIRECTORS MITCHELL, SOLIS, BONIN, AND GARCETTI**

#### Operations Transparency and Safeguarding Motion

With over 200 separate lines and nearly 80% of total current ridership, bus operations are the backbone of the Metro system. As of the beginning of December, overall ridership has returned to 69% of pre-pandemic levels and bus ridership alone has increased further and returned to over 80% of pre-pandemic levels. Riders both want and need Metro services to reach jobs, school, and essential services.

Providing consistent, reliable bus service is essential for equitable transit. While the system is currently averaging approximately 10 - 15% cancellation rate as of January 2022, cancellation rates are highly concentrated in Equity Focus Communities. According to Metro data, of the top ten lines with the most canceled service, six are in South Los Angeles and all run through Equity Focused Communities.

Metro has not been able to provide its full schedule of service mainly due to a record high operator shortage. If the agency must temporarily decrease scheduled revenue service hours or cancel scheduled service hours to improve service reliability, Metro riders should have greater transparency on how the burden will be more equitably spread throughout the system and how the agency plans to return to full-service levels. Further, while the operator shortage is emblematic of a tight labor market globally, the agency must take substantive steps to urgently attract and retain talent.

#### **SUBJECT: OPERATIONS TRANSPARENCY AND SAFEGUARDING MOTION**

#### **RECOMMENDATION**

APPROVE Motion by Directors Mitchell, Solis, Bonin, and Garcetti that direct the CEO to:

- A. Set a goal to return to full bus service levels no later than June 2022;
- B. Assume full bus service levels in the FY23 budget;
- C. Report back in 30 days on:

1. Clear metrics for how Metro will determine its readiness to return to 7 million revenue service hours;
  2. Cancellation data by line and division dating back to the September 2021 service update, including geographic trends in cancellations such as, disparities between Equity Focus Communities and non-equity focus communities and division differences;
  3. A methodology for service deployment that prioritizes NextGen Tier 1 lines and lines serving Equity Focus Communities, as well as other emergency service options;
- D. Report back in 60 days with recommendations for improving operator retention and division shortages, including but not limited to:
1. A plan to meet the mental health and wellness needs of current operators and other frontline workers, particularly those who have been victims of assault while on assignment;
  2. Incentives to effectuate the prioritization of NextGen Tier 1 lines and lines serving Equity Focus Communities for bus service;
  3. Recommendations to streamline and retain operators through the training process; and
- E. Report back monthly on scheduled versus actual service during the temporary service reduction period, with detail by line, division, and effect on Equity-Focus Communities; and steps to ensure cancellation data continues to be made publicly available data.

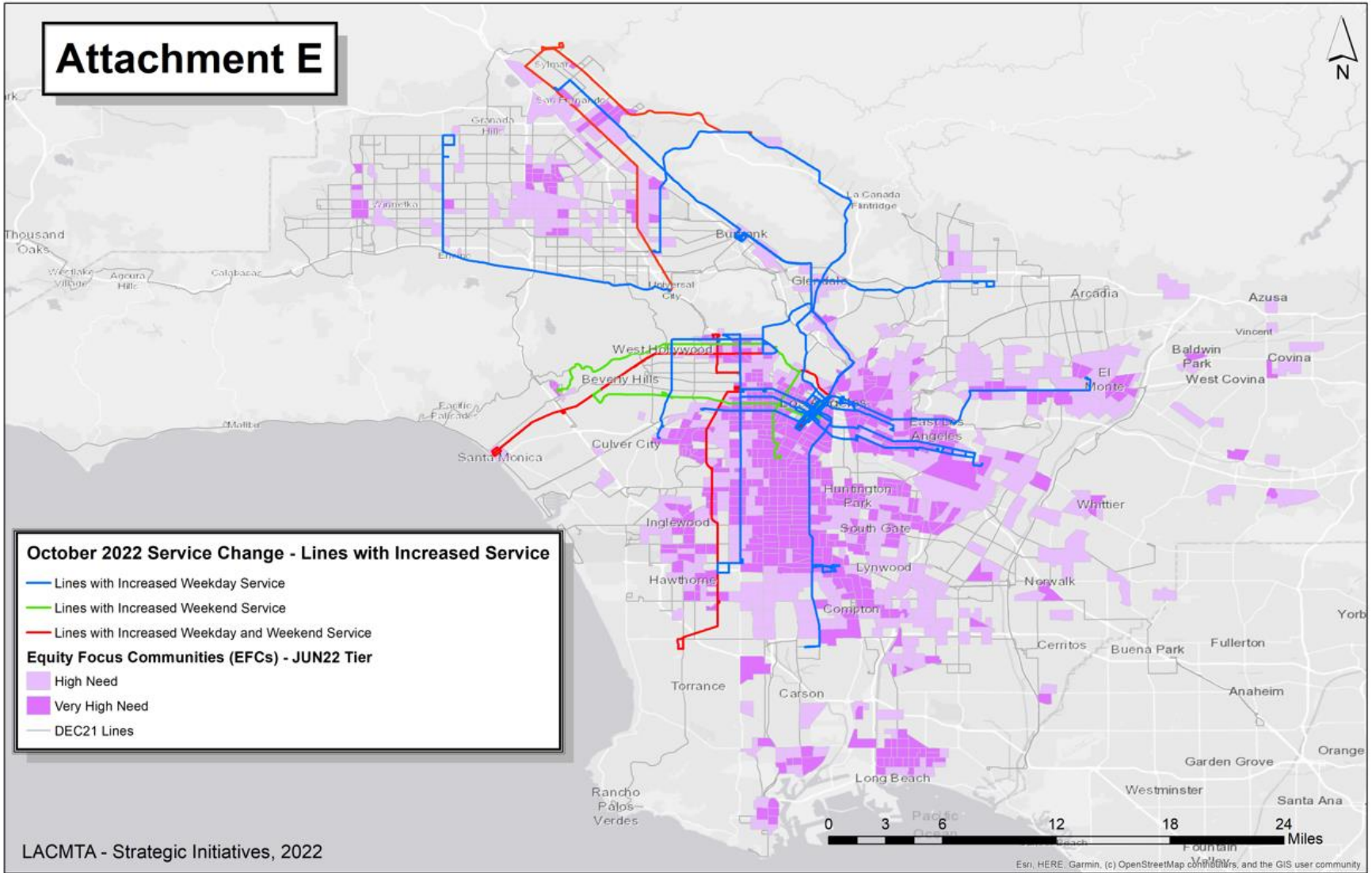
**Attachment D:  
October 23, 2022 Metro Bus Service Changes Summary**

Line	Change
2	Improve Saturday, Sunday frequency from every 12 minutes to every 10 minutes. Revised schedule weekday to improve service reliability.
4	Improve weekday frequency from every 10 minute to every 7.5 minutes and Saturday, Sunday frequency from every 12 minute to every 10 minutes.
14	Revised schedule weekday, Saturday, Sunday to improve service reliability.
18	Improve weekday peak periods frequency from every 7.5 minutes to every 6 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
28	Improve Saturday, Sunday frequency from every 15 minute to every 12 minutes. Revised schedule weekday to improve service reliability.
30	Improve weekday peak periods frequency from every 10 minute to every 7.5 minutes
33	Add one additional trip Saturdays to accommodate more riders.
37	Revised schedule weekday, Saturday, Sunday to improve service reliability.
40	Reroute southbound via Downtown Inglewood K Line Station; Reroute northbound via Crenshaw Bl Leimert Park K Line Station; new stop southbound Crenshaw Bl at Martin Luther King Jr K Line Station
53	Improve weekday frequency from every 10-12 minutes to every 10 minutes.
62	Revised schedules weekday, Saturday, Sunday to improve service reliability.
66	Improve weekday midday frequency from every 12 minutes to every 10 minutes.
70	Improve weekday frequency from every 10 minutes to every 7.5 minutes.
76	Revised schedule Sundays to improve service reliability.
78	To better accommodate buses, the terminus at Arcadia is relocated from westbound Las Tunas Dr to eastbound Live Oak Av at McCulloch Av. Revised schedule weekday to improve service reliability.
90	Improve weekday frequency from every 30 minutes to every 20 minutes. Revised schedules weekday, Saturday to improve service reliability.
92	Improve weekday frequency from every 30 minutes to every 20 minutes. Revised schedules weekday, Saturday, Sunday to improve service reliability.
94	Revised schedules weekday, Saturday, Sunday to improve service reliability.
106	Revised schedules Saturday, Sunday to improve service reliability.
108	Add two additional trips weekdays to accommodate more riders.
111	Reroute westbound via Downtown Inglewood K Line Station.
150	Revised schedules weekday, Saturday, Sunday to improve service reliability.
152	Revised schedules weekday, Saturday to improve service reliability.
180	Improve weekday frequency from every 12 minutes to every 10 minutes.
207	Improve weekday midday frequency from every 10 minutes to every 7.5 minutes.
210	Reroute northbound via Crenshaw Bl Leimert Park K Line Station. Improve weekday, Saturday, Sunday frequency from every 12-15 minutes to every 10 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
211-215	Reroute to serve new Downtown Inglewood K Line Station.
212	Route change. This line will end near the Hollywood/Highland Station and will no longer serve Hollywood Bl and the Hollywood/Vine Station (Line 217 will still serve this route segment). Resources will be redeployed with higher frequency for this line, with weekday frequency improved from every 12 to every 10 minutes. Extend three late night trips to or

**Attachment D:  
October 23, 2022 Metro Bus Service Changes Summary**

	from Hawthorne/Lennox Station weekday, Saturday, Sunday. Add extra three trips Saturday, Sunday to accommodate more riders.
217	Improve weekday frequency from every 12 minutes to every 10 minutes. Revised schedule weekday to improve service reliability.
224	Line will extend from Sylmar Station to Olive View Medical Center weekdays, Saturdays, and Sundays in place of Line 690. Weekday service frequency will increase to every 15 minutes between Universal City/Studio City Station and Sylmar Station, with service every 30 minutes between Sylmar Station and Olive View Medical Center. Saturdays and Sundays Line 224 service frequency will increase to every 20 minutes between Universal City/Studio City Station and Sylmar Station, with service every 40 minutes between Sylmar Station and Olive View Medical Center. Revised schedules weekday, Saturday, Sunday will improve service reliability.
234	Revised schedule weekday to improve service reliability.
237	Reroute direct via Burbank Bl and Lankershim Bl to/from North Hollywood Station as planned in the NextGen Bus Plan to better distribute east-west bus service.
240	Improve weekday peak period frequency from every 12 minute to every 10 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
265	At Pico Rivera, service will terminate on Whittier Bl at Rosemead Bl due to closure of bus lot at Parsons Bl/Jackson St.
460	Added one extra trip weekday to accommodate more riders.
534	Renumber this line as Line 134. No change to route or stops. Revised schedule weekday, Saturday, Sunday to improve service reliability. Added one extra trip weekday to accommodate more riders.
690	Line 224 will extend from Sylmar Station to Olive View Medical Center in place of Line 690 which will continue to operate its usual route between Olive View and Sunland. Line 690 frequency between Olive View and Sunland will increase from every 50 minutes to every 30 minutes weekdays and 40 minutes Saturdays and Sundays.
C & K Line Link	New bus line linking new Crenshaw K Line Westchester/Veteran Station and the existing C Line (Green) Aviation/LAX Station. <b>Note: this line will begin operation when the K Line opens for service 10/7/22.</b>

# Attachment E



**Attachment F - Metro Transit Service Frequencies October 2022**

Effective Sunday October 23, 2022. Cells in yellow were frequencies reduced from 2/20/22. Cells in green are frequencies improved from 6/26/22 or 10/23/22 with cells in orange reduced from 6/26/22.

Frequencies provided are for the main segment of a line and may be less at outer ends of lines. For full details on frequencies and spans please consult individual schedules.

Line(s)	Corridor	Weekday	Weekday	Weekday	Saturday	Saturday	Sunday	Sunday	Owl Symbol
		6-9am, 3-7 pm	9am-3pm	7pm-12 am	9 am - 7 pm	7pm - 12 am	9 am - 7 pm	7pm - 12 am	
		Peak	Midday	Evening	Daytime	Evening	Daytime	Evening	
2	Alvarado St Sunset Bl	7.5	10	20-30	10	20-30	10	20-30	Y
4	Santa Monica Bl	7.5	7.5	10-15	10	10-15	10	10-15	Y
10	Melrose Av	15	15	20-60	20	40-60	20	40-60	
14	Beverly Bl	10-15	15	20-60	15	20-60	15	20-60	Y
16	W. 3rd St	5-6	7.5	10-30	7.5-10	10-30	7.5-10	10-30	Y
18	Whittier Bl & W. 6th St	6	7.5	10-35	7.5	20-35	7.5	20-35	Y
20	Wilshire Bl	15	15	20-30	15	20-30	15	20-30	Y
28	Olympic Bl	6-8	10	20-30	12	20-30	12	20-30	
30	Pico Bl & E. 1st St	7.5	10	20-30	10	20-40	10	20-40	Y
33	Venice Bl	7.5	7.5	12-30	10	20-30	10	20-30	Y
35	Washington Bl	15	15	40-60	20	40-60	20	40-60	
37	W. Adams Bl	10-15	15	20-60	15	20-60	15	20-60	Y
38	W. Jefferson Bl	30-60	30	30-40	40	30-40	40	30-40	
40	MLK Bl, Crenshaw Bl, Hawthorne Bl	10	12	15-60	15	15-60	15	15-60	Y
45	Broadway	10	10	10-60	10	20-60	10	20-60	Y
48	Main & San Pedro	30	30	60	40	60	40	60	
51	Avalon Bl & W. 7th St	5	7.5	10-60	7.5	10-60	10	15-60	Y
53	Central Av	10	10	15-60	15	20-60	15	20-60	
55	Compton Av	15	15	20-60	23-30	30-60	23-30	30-60	Y
60	Long Beach Bl	6-8	10	10-60	10	15-60	10	20-60	Y
62	Telegraph Rd, Pioneer Bl	30-60	60	50-60	45-60	50-60	45-60	50-60	
66	E. Olympic Bl, 8th St	7.5-10	10	10-60	15	20-60	15	20-60	
70	Garvey Av, Atlantic Bl, Cesar A. Chavez Av	7.5	7.5	15-60	12	15-60	12	15-60	Y
76	Valley Bl	20	20	30-60	22	30-60	22	30-60	Y
78	Huntington Dr, Main St, Las Tunas Dr	12	12	20-30	15	20-30	15	20-30	
81	Figueroa St	15	15	20-60	15-20	20-60	15-20	20-60	Y
90	Glendale Bl	20	20	30-60	30	30-60	30	30-60	
92	Glenoaks Bl	20	20	30-60	30	45-60	30	45-60	Y
94	San Fernando Rd, Magnolia Bl	15	15	30-60	30	30-60	30	30-60	
96	Riverside Dr	45	45	-	60	-	60	-	
102	La Tijera Bl, Exposition Bl	60	60	60	60	60	60	60	
105	Vernon Av, La Cienega Bl	10	10	15-60	15	15-60	15	15-60	Y
106	East LA College, LAC USC Med Ctr, Cal State LA	20-40	20-40	25-40	40	45	40	45	
108	Slauson Av	7.5-10	15	20-60	15	20-60	15	20-60	
110	Gage Av	20	20	25-60	30	45-60	30	45-60	
111	Florence Av	10	10	15-40	15	20-40	15	20-40	
115	Manchester Av, Firestone Bl	15	15	20-60	15-20	20-60	20	20-60	
117	Century Bl	20	20	15-60	30	30-60	30	30-60	
120	Imperial Hwy	40	40	60	60	60	60	60	
125	Rosecrans Bl	20	30	30-60	30	30-60	30	30-60	
127	Compton Bl, Somerset Bl	45	45	45-60	60	60	60	60	
128	Alondra Bl	50-60	50-60	50-60	50-60	50-60	50-60	50-60	
134	Santa Monica - Malibu via PCH (former Line 534)	30-60	30-60	60	35-55	-	35-55	-	
150	Ventura/Reseda - Chatsworth Stn	20	25	30-60	30	45-60	30	45-60	
152	Roscoe Bl	15	20	20-60	30	30-60	30	30-60	
154	Burbank Bl	60	60	60	60	60	60	60	
155	Riverside Dr, W. Magnolia Bl	60	60	60	60	60	60	60	
158	Woodman Av, Devonshire St	60	60	60	60	60	60	60	
161	Canoga Station - Thousand Oaks	30-60	60	-	60	-	60	-	
162	Sherman Wy	15-20	20	20-60	30	30-60	30	30-60	Y
164	Victory Bl	20	20	20-60	30	45-60	30	45-60	
165	Vanowen Av	15	15	20-60	30	40-60	30	40-60	
166	Nordhoff St	15-20	20	20-45	30	30-45	30	30-45	
167	Coldwater Cyn Av, Plummer St	50-60	50	55-60	50-60	55-60	50-60	55-60	





A (Blue)	7th St/Metro Center - Long Beach	10	12	10-20	12	15-20	12	15-20	
B (Red)	Union Station - North Hollywood	15	15	15-20	15	15-20	15	15-20	
C (Green)	Norwalk - Redondo Beach	10	15	15-20	15	15-20	15	15-20	
D (Purple)	Union Station - Wilshire/Western	15	15	15-20	15	15-20	15	15-20	
E (Expo)	7th St/Metro Center - Downtown Santa Monica	10	12	10-20	12	15-20	12	15-20	
L (Gold)	Union Station - Azusa, Pico Aliso - Atlantic + 854 Bus Bridge	10	12	10-20	12	15-20	12	15-20	
	<b>Metro Busway</b>								
901	G Line (Orange) BRT	6	10	10-20	10	12-20	12	12-20	Y
910	J Line (Silver) BRT	5	10	12-40	15	15-40	15	15-40	Y
950	San Pedro J Line BRT	15	30	-	30	-	30	-	



**October 2022**

**Service Changes and  
Service Restoration**

**Effective Sunday 10/23/22**

Operations, Safety, and Customer  
Experience Committee

October 20, 2022



**Metro**<sup>®</sup>

# October 2022 Service Change

## Service Quality

- **Service Restoration: Continue Restoration of NextGen Bus Plan Service Levels (Phase 2 of 3)**
- **Adjust services for improved reliability**



## Valuing Our Employees

- **Match schedules to increased traffic conditions**
- **Eliminate longest assignments**
- **More frequent service to spread out loads**



## NextGen

- **One NextGen route change to avoid service duplication and reduce passenger transfers**
- **One line renumbered to fit Metro line numbering system**
- **One new line linking the new Crenshaw K rail line with the existing C line, as well as other lines modified to serve K Line station.**

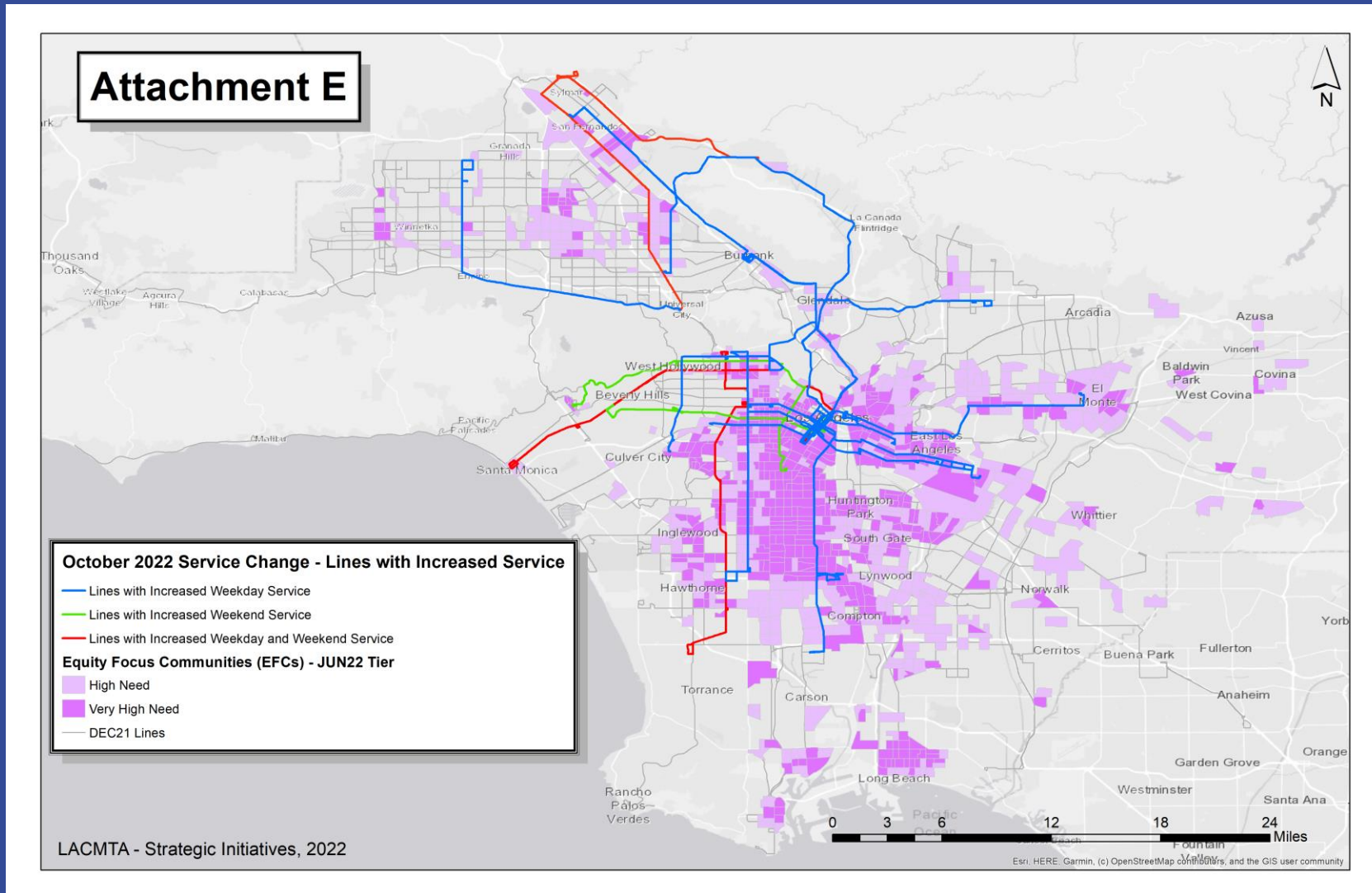


Metro

# Service Restoration & Reliability

- The October 2022 service change will continue the increase in total revenue service hours from 6.5 million to 6.7 million.
- Service frequency restoration will include 15 Weekday , 5 Saturday, 5 Sunday bus lines having increased service frequency based on high ridership, while 3 weekday, 2 Saturday, 1 Sunday lines have added trips for high loads.
- Also 17 weekday, 16 Saturday, 15 Sunday bus lines have adjusted schedules to provide more time to improve reliability.

# Service Restoration



Metro

# Service Changes

- New Line 857 C & K Line Link bus service added between the new Crenshaw K Line and C Line (Green). Five other lines modified slightly to better serve new K Line stations.
- Six other lines with route or route number changes for operational issues or NextGen bus plan implementation.



# Implementation

- Internal coordination through implementation team
- Staff will support customers in areas with significant changes
- Informational signs will be installed at all bus stops impacted by route changes.
- Information alert signs, brochures on buses & at customer service centers.
- Updated bus stop blades will be installed by service change date
- Online “MyBus” information portal
- Social media and print media releases
- Printed schedules will be available on buses and at usual outlets



Thank  
You!





## Board Report

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**File #:** 2022-0515, **File Type:** Informational Report

**Agenda Number:** 37.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 20, 2022

**SUBJECT: 2022 CUSTOMER EXPERIENCE SURVEY RESULTS**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE 2022 Customer Experience Survey Results.

#### **ISSUE**

Metro's annual Customer Experience (CX) Survey is used to develop an in-depth understanding of pain-points negatively impacting the customer experience. The CX Team then uses these insights learned from the survey to create strategic initiatives/action items that will address pain-points which will improve the customer experience.

The report presents the following information:

- 1) Highlight the CX survey results for 2022 including customer demographics in comparison to the last on-board intercept survey conducted in 2019 and customer satisfaction ratings for different aspects of service. The 2022 survey covered 25 aspects of service with 12,239 customer ratings with a 63% response rate.
- 2) Provide an update on the 2022 CX Action Items, as included in the 2022 CX Plan.

#### **BACKGROUND**

In 2018, the Metro Board of Directors passed Motion 38.1 (2018) that established the annual Customer Experience Plan to develop a comprehensive approach for improving customer satisfaction. One of the specific initiatives was to use data and analytics to benchmark and measure system performance in meeting customer satisfaction targets. The Customer Experience Surveys are an essential source of insight into the customer experience to better understand our riders' experience, prioritize investments, and track trends over time to gauge success.

A brief timeline of customer experience-related events at Metro is provided below since the adoption of Board Motion 38.1 (2018):

- April 2020 - Metro established the Customer Experience team by hiring its first Executive Officer of Customer Experience.
- October 2020 - the first Customer Experience Survey was administered via online survey

- December 2020 - the first Customer Experience Plan was adopted.
- October 2021 - Due to the pandemic, a 2021 CX Survey was not conducted and a 2021 CX Plan was forgone in place of a Board presentation and update.
- April 2022 - the second CX plan was filed with the Board. The plan included results from the 2020 CX Survey analyzed using Quadrant Charts to identify and prioritize target issues based on customer satisfaction and importance as well as provided a fiscally constrained list of CX Action Items, unlike in the first 2020 CX Plan.
- July 2022 - the CEO established the Customer Experience Department hiring the first Chief Customer Experience Officer (CXO).

As we continue our efforts to improve the customer experience, this data helps us understand the evolving needs and priorities of our customers. As one of several surveys administered by Metro, we conduct this survey to provide further insight into the demographics and ridership preferences of Metro customers. The survey was designed to help us understand:

- Who is currently riding Metro?
- What is Metro doing right vs. what we need to improve for the customer experience?
- Identify pain-points needed to be prioritized for our riders.
- Track Metro's progress overtime by comparing these results to the 2020 CX Online Survey.
- Evoke conversations with internal stakeholders around aspects to improve the customer experience.

## **DISCUSSION**

The 2022 Customer Experience Survey was conducted in March - May 2022. Now that many pandemic restrictions have lifted, we conducted intercept surveys on-board bus, rail and Micro with riders vs. our 2020 online survey.

Results are based on 12,239 completed surveys. Data is weighted to ensure that the findings reflect the demographic composition of current Metro riders to ensure representation.

Metro uses the 2022 Customer Experience survey to prioritize and phase customer experience investments for the FY24 budget and to identify pain points to be addressed in the 2023 Customer Experience Plan. Survey findings are reviewed and analyzed using a method incorporating customer satisfaction and importance.

## **KEY FINDINGS:**

Age: Increase in riders

### **Age:**

- An average of 67% of Metro riders fall between the ages of 25-64 years old, which is a 6% increase from 2019.
- Under 18 segment of riders shows a decrease from 11% in 2019 to 7% in 2022.

### **Ethnicity:**

- Statistically unchanged from pre-Pandemic (2019), Latinx/Hispanic is the largest ethnic group equaling 58% of riders, while African Americans are second largest at 14% (slightly down from 16% in 2019).

### **Languages Spoken at Home:**

- 52% of surveyed bus/rail riders said that they speak English at home, and 42% reported that they speak Spanish.
- 77% of our riders speak English well or very well, while 23% speak it not well or not at all.
- We included 9 languages in addition to English and Spanish for our survey questionnaire.

### **Gender Identity:**

- Female identifying **Bus** riders decreased from 53% in 2019 to 49% in 2022.
- Female identifying **Rail** riders also decreased slightly, from 46% in 2019 to 44% in 2022.

### **Household Earnings:**

- 83% (81% in 2019) of riders reported making a household income of under \$50,000, while those making \$50,000 or more made up 17% (20% in 2019) of respondents.

### **Type of Fare:**

- The One-Trip fare and 30-Day Pass, both at 32%, are the two most used fare types by our users. That is a decrease from 2019 of 20 percentage points (52%) for One-Trip fare and an increase of 13 percentage points (19%) for the 30-Day Pass.

### **Fare Discount Type:**

- For reported fare discount type, the LIFE fare tripled from 8% in 2019 to 25% in 2022. This corresponds with the increase in marketing the LIFE program.

### **Technology Use and Fare Payment:**

- 79% of riders own smartphones with available data. That is an increase of 19% from 2019 (60%). Relatedly, 73% pay with TAP, of which 10% use the TAP smartphone app since its launch in September 2020..

### **Ridership:**

- Customers who ride Metro at least three (3) days per week have declined by 10% from 2019 to 78% in 2022.
- Access to a car has increased from 21% in 2019 to 27% in 2022. Increases in gas prices at the time of the survey may have aided these increases.

### **Bus & Rail Overall Perceptions:**

- 58% of **Rail** riders are satisfied with Metro which is a small decrease of 1% since 2020.

- 60% of **Bus** riders reported being satisfied with Metro which is a 7% decrease from 2020.

**Bus & Rail Target Issues:**

2022 Customer Experience Survey Top Five (5) Target Issues	
Rail	Bus
How well Metro addresses homelessness on trains	Cleanliness inside the bus
Cleanliness inside the train	Bus comes on time
Cleanliness of train stations	Enough room on the bus
Safety from crime	How frequently buses run
Enforcement of Metro Rules	Enforcement of Metro rules

**Rail & Bus Target Issues - Female Customers:**

When looking at the 2022 results specifically for female-identifying survey respondents, many of the are the same for bus. For rail, homelessness, cleanliness, and safety all ranked higher.

2022 Customer Experience Survey Top Five (5) Target Issues - Female Responses	
Rail	Bus
How well Metro addresses homelessness on trains	Cleanliness inside the bus
Cleanliness inside the train	Accurate and timely information about delays
Cleanliness of train stations	Bus comes on time
Safety from crime	
Safety from sexual harassment	

**Metro Micro:**

2022 is the first year the CX Survey included Metro Micro. Overall, Metro Micro had high levels of customer satisfaction for the aspects of service measured. The target issues listed below scored higher than bus and rail.

1. Micro comes on time
2. How quick I was able to get a ride
3. Availability of accurate info to plan my trip
4. How long it takes to get where I am going
5. Availability of accurate real-time info

**CUSTOMER EXPERIENCE ACTION ITEM UPDATES:**

A brief update highlighting some successes and that are related to the 2022 CX Survey target issues include:

- **Vinyl Seats Transition** - the transition from cloth to easier-to-keep-clean vinyl seats has made significant progress. As of August, 49% of buses and 89% of rail cars have been installed with vinyl seats.
- **Cleaning Surge (end of line, midday bus, trackway, and escalators)** - enhanced cleaning efforts by various maintenance and contract services have been underway since 2020.
  - End of Line cleaning campaign continues to happen on the Red/Purple lines where litter is removed and wipe downs of seats and poles occur while the train is docked at the end of a line.
  - Midday bus interior cleaning was expanded to three layover locations, reaching over 1,600 buses in the month of July focused on retrieving pieces of trash, cleaning spills, removing graffiti, and wiping down surfaces and seats.
  - Trackway debris removal is occurring bi-weekly at seven (7) high priority stations, with other Red/Purple line station trackways being cleaned at least once a month.
  - Escalator step cleaning was increased to four times per year effective July 2021 and has been maintained at that frequency.
- **Metro Ambassadors Program** - the Metro Ambassadors Program achieved two significant milestones. In June, the Board approved the award of \$122 million to enlist two vendors, Strive Well-Being and RMI International, Inc to provide Transit Ambassador program services. In September, Metro developed and directed a comprehensive two-week pre-deployment training on customer service, public safety awareness, de-escalation, trauma informed response, emergency preparedness, and transit operations for the first group of Ambassadors.

## **EQUITY PLATFORM**

The Customer Experience Survey results are used to identify pain points of our customers that are used to inform the upcoming 2023 Customer Experience (CX) Plan. The 2022 CX Survey was administered in nine (9) different languages, in addition to English and Spanish. A training was administered to surveyors to offer the survey to all Metro riders including those with disabilities.

The CX Plan recommends a range of initiatives that would benefit marginalized communities, low-income households, people with disabilities, and Equity Focus Communities (EFCs). Previously, the 2022 CX Plan included a specific chapter on Diverse Riders, Diverse Needs and the upcoming Plan will include the same chapter to build upon current projects and recommend future actions.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Metro is working to create a customer-centric/customer-first culture amongst all employees to improve customer experiences for its riders. Therefore, the 2022 CX Survey supports strategic plan goals:

- Goal #1: “Invest in a world class bus system that is reliable, convenient, and attractive to more users for more trips.”
- Goal #2: “Deliver outstanding trip experiences for all users of the transportation system.”

## **NEXT STEPS**

These latest survey results will be the basis for updating customer profiles and identifying CX initiatives throughout Metro that are aimed at improving the customer experience. FY24 budget documents will highlight customer experience initiatives recommended in the 2023 Customer Experience Plan and developed in response to 2022 Customer Experience Survey results.

## **ATTACHMENTS**

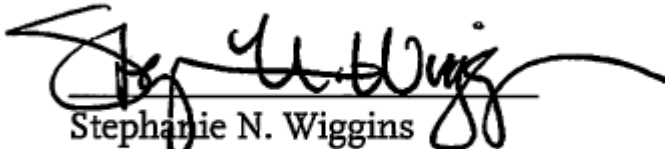
Attachment A - Board Report - Motion 38.1 Response

Attachment B - 2022 Metro Customer Survey

Attachment C - 2022 Metro Customer Survey Results

Prepared by: Michael Dixon, EO, Customer Experience (interim), (213) 922-4081  
Monica Bouldin, Deputy Chief of Customer Experience (213) 922-4081

Reviewed by: Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie N. Wiggins  
Chief Executive Officer

**Board Report**

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**File #:** 2018-0668, **File Type:** Motion / Motion Response**Agenda Number:**

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JANUARY 17, 2019****SUBJECT: CUSTOMER EXPERIENCE MOTION 38.1 RESPONSE****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE the status update for Motion 38.1 about the customer experience program.

**ISSUE**

On June 21, 2018, the Board of Directors (Board) approved Motion 38 by Directors Garcetti, Kuehl, Bonin and Garcia (Attachment A), requesting staff to:

- A. Rename the System Safety, Security, and Operations Committee to the Operations, Safety, and Customer Experience Committee;
- B. Endorse Travel Speed, Service Frequency, and System Reliability as the highest priority service parameters to guide the work of the NextGen Bus Study;
- C. Develop customer experience key performance indicators (KPIs) within Operations, Communications, Information & Technology Services, TAP, System Security and Law Enforcement, and other functional areas of MTA to regularly report on the status of the system, transit service, and the transit service environment;
- D. Develop an Annual Customer Service and Experience Plan, including but not limited to improvements planned and desired for:
  1. KPIs developed under section C
  2. The status of the Customer Service & Experience projects
  3. Key accomplishments, objectives and challenges in Customer Service and Customer Experience for the following budget year
  4. Key accomplishments, objectives and challenges in transit service marketing for the following budget year
  5. The CEO's Ridership Initiatives, including the Customer Experience Service Strategist

**BACKGROUND**

The Customer Experience Committee was established from July 2017 through June 2018 to ensure that Metro services, projects and programs continue to be developed with a focus on the customer. An internal customer experience working group, with representatives from Operations, Security, OEI,

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IT, Communications, TAP and the Office of the CEO was formed to develop, track and monitor progress on Metro projects and initiatives focused on positively impacting customer service, experience and ridership.

## **DISCUSSION**

### Customer Experience Initiatives, Projects and Program

Per the Board's directive, in July 2018 Metro staff renamed the System Safety, Security, and Operations Committee to the Operations, Safety, and Customer Experience Committee. Also, to date, Metro's customer experience internal working group has been purposefully collaborating to share progress updates on several interdepartmental projects and initiatives focused on customer service, experience and ridership, including but not limited to the following:

- NextGen Bus Study
- Improvement of Bus Travel Speeds (Top 5 Congested Corridors)
- Bus and Rail Cleanliness Program (Includes Removal of Cloth Seats)
- Pilot Metro Microtransit Project
- Universal Blue Light Program
- Improvement of Lighting at 21 Metro Bus and Rail Stations
- TAP Mobile App and Customer Based System/Card
- Improvement of Digital Countdown Clock and Real Time Accuracy
- Hiring a Customer Experience Strategist
- Development of Customer Experience KPIs

Attachment B provides a status on these projects through October 2018.

### NextGen Bus Study Priorities

NextGen Bus Study began in July 2018. Staff has provided updates to the board relative to objectives, timelines, and outreach activities. Also, the Board has endorsed travel speed, service frequency, and system reliability as critical service parameters to guide the work of the NextGen Bus Study. Specifically, in October 2018, Metro staff provided an update on the NextGen Bus Study (File ID: 2018-055) on the topic of transit competitiveness and market potential information where the following areas of focus for Metro to better meet the needs of LA County were discussed:

- 1) Metro should build on its success of long distance; commute trips by improving onboard travel times.
- 2) Metro should enter the short distance, non-commute market where nearly 50% of total LA County trips are made by improving frequencies to reduce wait time at bus stops.

These areas for improvement will be selected based on a data driven analysis and extensive public outreach and staff will return in early 2019 with recommendations on service concepts for consideration by the board.

### Customer Experience Key Performance Indicators (KPIs) and Development of Annual Customer Service and Experience Plan



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Initiative 2.3 of Metro's Vision 2028 Strategic Plan commits Metro to dedicating staff resources to oversee customer experience and developing a comprehensive approach for improving customer satisfaction. Vision 2028 goes on to describe the following specific initiatives:

- Develop a unifying vision and strategy for enhancing the customer's experience,
- Improve customer journey and touch points, and
- Use data analytics to benchmark and measure system performance in meeting customer satisfaction targets.

The response to part D of this Board motion will be directly aligned with Initiative 2.3 so that its execution will help to accomplish Goal 2, "Deliver outstanding trip experiences for all users of the transportation system."

As part of the requested Annual Customer Service and Experience Plan (Plan), staff is in the process of developing customer experience key performance indicators (KPIs) that will improve customer touchpoints for Metro's services. Staff will draw from a number of sources to develop these metrics, including results from our most recent Customer Satisfaction Survey and examples from some of the highest performing transit agencies and operators in the world (MTR Corporation, Singapore Land Transport Authority, Japan Railway Company, and Transport for London). High-level categories include convenience, ease-of-use, comfort, security, and customer care. Each category will include additional subcategories that will provide further detail on the metrics that address customer pain points.

The Plan will also address staff resources needed to accomplish the customer experience goals as described in both the Board motion 38.1 and Vision 2028. Currently, Metro staff is developing the roles and responsibilities for a Customer Experience Strategist position to lead and manage the customer experience program agency-wide, which will include the oversight of key accomplishments, objectives and challenges in customer service and experience, and working with the CEO on Ridership Initiatives. Staff intends to provide more detail on the Customer Service and Experience Plan in an update to the Board in the FY19 Q3.

### **DETERMINATION OF SAFETY IMPACT**

Approval of this item will have a positive impact on the safety of our customers and employees.

### **FINANCIAL IMPACT**

All costs relative to Metro Customer Experience Plans, project and programs will be approved during the regular budget process and Department project managers will be responsible for budgeting any future Customer Experience projects and programs.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Approval of this recommendation supports the following Metro Strategic Plan Goal: 2) Deliver outstanding trip experience for all users of the transportation system.

### **NEXT STEPS**

Staff will provide an update to the Board in FY19 Q3 to provide more detail on the Customer Service and Experience Plan. The Plan will provide the framework for the performance metrics, staffing, budget, and status updates for the customer experience initiatives outlined in motion 38.1 and Metro Vision 2028.

**ATTACHMENTS**

Attachment A - Motion 38.1 - NextGen Bus Study Service Parameters

Attachment B - Matrix on Customer Experience Project Status as of October 2018

Prepared by: Nancy Saravia, Senior Manager, Operations, (213) 922-1217

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108

Pauletta Tonilas, Chief Communications Officer, (213) 922-3777

Joshua Schank, Chief Innovation Officer, (213) 418-3345

Nadine Lee, Chief of Staff (Interim), (213) 418-3347



**Board Report**

**File #:** 2018-0414, **File Type:** Motion / Motion Response

**Agenda Number:** 38.1

**REGULAR BOARD MEETING  
JUNE 28, 2018**

**Motion by:**

**GARCETTI, KUEHL, BONIN AND GARCIA  
AS AMENDED BY BARGER**

**Related to Item 38: NEXTGEN BUS STUDY SERVICE PARAMETERS**

MTA should strive to deliver the best customer experience of any public transit provider in America.

MTA's customers should be able to easily and conveniently access MTA services and data and feel assured that their transit trip will be fast, convenient, and reliable.

Additionally, MTA's customers should feel that MTA actively cares about their experience. MTA's customers should see a proven, constant, and continuous effort by MTA to improve the experience of using MTA's services.

Furthermore, MTA must demonstrate that its services are superior to alternatives.

The Ad Hoc Customer Experience Committee was formed to ensure that MTA was focused on these issues.

Since July, the ad hoc committee has met six times. The committee has examining a wide range of issues, including quality bus service, station cleanliness, TAP, pass programs, real-time data, service interruptions, marketing, Customer Care, system accessibility, and the causes of MTA's recent ridership trends.

In the coming fiscal year, the duties of the Ad Hoc Customer Experience Committee will transition to the Operations Committee.

However, as MTA continues important customer experience initiatives, especially the NextGen Bus Study, it is important that the Board remain engaged on customer experience issues.

Additionally, as MTA advances the NextGen Bus Study, it is appropriate for the Board to provide policy direction on the highest priorities for the future restructuring of the MTA bus network.

**SUBJECT: MOTION BY GARCETTI, KUEHL, BONIN AND GARCIA**

**NEXTGEN BUS STUDY SERVICE PARAMETERS**

WE THEREFORE MOVE THAT the Board:

- A. Rename the System Safety, Security and Operations Committee to the Operations, Safety, and Customer Experience Committee;
- B. Endorse Travel Speed, Service Frequency, and System Reliability as the highest priority service parameters to guide the work of the NextGen Bus Study;

WE FURTHER MOVE that the Board direct the CEO to:

- C. Develop customer experience key performance indicators (KPIs) within Operations, Communications, Information & Technology Services, TAP, System Security and Law Enforcement, and other functional areas of MTA to regularly report on the status of the system, transit service, and the transit service environment;
- D. Develop an Annual Customer Service and Experience Plan, including but not limited to improvements planned and desired for:
  - 1. KPIs developed under section C. above
  - 2. The status of Customer Service & Experience projects
  - 3. Key accomplishments, objectives, and challenges in Customer Service and Customer Experience for the following budget year
  - 4. Key accomplishments, objectives, and challenges in transit service marketing for the following budget year
  - 5. The CEO's Ridership Initiatives, including the Customer Experience Strategist (Board File 2018-0365);
- E. Report back to the Operations Committee on all the above in 120 days.

BARGER AMENDMENT: continue to seek input and feedback on priorities from NextGen working groups and relevant community stakeholders.

Customer Experience Project Name	Department	SLT	Project Description	Milestones Accomplished to Date	Completion Target Date(s)
1 Security & Ancillary Area Intrusion Surge Program	Operations & Security	Jim and Alex	Increase customer safety by preventing intrusion and establishing a stronger Metro presence throughout our system.	MRL ancillary project has been ongoing for a total of 29 weeks and has resulted in approximately 300 Clean Up Requests (all completed within 24 hours of notice) and intrusions on the MRL have begun to decrease.	This project is ongoing and does not have a completion date.
2 Cleanliness Focus	Operations	Jim	Improve the appearance of Metro bus stops, bus/rail stations, rolling stock, to increase customer satisfaction systemwide.	Comprehensive review of Metro cleanliness program completed in October 2018. The HRV Interior Renovation Pilot Project team has completed three married pair vehicles so far and is on target to complete a 4th married pair before the end of 2018.	Partnership with External Agencies: January 2019 HRV A650 Fleet Pilot Project: 2024
3 Improve Bus Travel Speeds	Operations	Jim	Speed up the system to address customer feedback that buses are too slow and inconvenient.	The Travel Markets Analysis portion of the project is being completed now. This includes listening & learning for how to be more market driven.	Service Concepts – Strategies & priorities for network "design": Winter 2019 Service Plan – Line by line based on strategies: Spring/Summer 2019 Implementation – Launch phase: Fall 2019
4 Universal Blue Light Program	Security	Alex	Installation of "Blue Lights" at major transit hubs to improve safety for customers.	Maintenance & Engineering is proceeding with securing funding to complete engineering improvements to the emergency phone/intercom system starting with the MRL/MPL.	June 2022
5 Lighting Improvements Systemwide	Environmental	Rick	Improve lighting at 21 bus stops and rail stations to improve safety for customers.	Pre-construction meetings have taken place and equipment was ordered. Construction is targeted to begin in January 2019.	July 2019
6 Mobile App for Integrated Transportation Services	TAP	Nalini	Program offering mobile payment opportunities, gamification, incentives and rewards that will link multiple modal services together.	The Board approved this equipment upgrade and equipment will start installation in December 2018.	Full app launch will be in fall 2019 when equipment installation is complete.
7 Digital Information Panels	Communications	Pauletta	Interactive touch screens (digital map cases) providing real time customer information will be installed at each Blue Line station coinciding with the New Blue project.	New map case design approved in October 2018.	September 2019

Customer Experience Motion - Project List

Customer Experience Project Name	Department	SLT	Project Description	Milestones Accomplished to Date	Completion Target Date(s)
8 Service Disruptions Alerts	Communications	Pauletta	Staff is working on a service allowing customers to subscribe to Metro service alerts and disruptions via email, or SMS text. Service disruptions are already included in metro.net, agency trip planner, and Go Metro mobile app.	Communications is currently customizing the new customer relations management technology platform, Salesforce, to provide this service.	June 2019
9 Digital Countdown Displays & Real Time Accuracy	IT	Bryan	Establish rail polling by implementing a 10-second polling cycle via the installation of routers to improve digital countdown display accuracy.	Different router/antennae installations are being tested now on the various rail car models in operation for Metro.	June 2020
10 Connected Bus	IT	Bryan	Installation of Wi-Fi routers on Metro buses to enhance the customer experience by providing Wi-Fi connectivity and improving GPS location of buses for enhanced bus real-time arrival information.	To date, there are 1,068 installed equipped buses with Wi-Fi routers broadcasting their GPS location every 5 seconds for improved real-time predictions while providing Wi-Fi connectivity.	February 2020 (including re-tanked buses).
11 Customer Satisfaction Survey	OEI	Joshua	Deploy annual customer satisfaction surveys and benchmark to the July 2016 survey.	OEI is preparing for a summer 2019 launch of the next Customer Satisfaction Survey, benchmarked against the 2016 results.	July/August 2019 for survey launch.
12 Microtransit	OEI	Joshua	Test Metro version of on-demand shared ride services to attract new riders and improve existing customer experience.	A project update was provided to Board Staff in October 2018.	The submission of service design reports is expected in FY2019 Q3, with an anticipated service launch in Fall 2019.
13 Customer Experience Performance Metrics	All	All	Develop and report customer experience performance metrics.	FY19 KPIs, METL's and project milestones were approved by the CEO in October 2018.	Customer Experience KPIs will be presented to the board in FY19 Q3 (January - March 2019).



Supervisor Only:

- 1. Bus Route: \_\_\_\_\_ Run: \_\_\_\_\_ Block: \_\_\_\_\_
2. Time: 6-9a 9a-1p 1-4p 4-7p After 7p
3. Day of the Week: M T W TH F Sat Sun
4. Date of trip: \_\_\_\_\_ mm/dd/yy

Chance to win \$500!

As a thank you for fully completing this survey, your name will be entered into a drawing for a chance to win one (1) \$500 Visa Cash Card.

2022 Metro Bus Customer Survey

About You

5. Would you like to be entered into the drawing for one (1) \$500 Visa Cash Card?

Your contact information will be kept confidential.

- Yes (please provide your contact information)
No

5a. First Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Home Zip Code: \_\_\_\_\_

5b. Can we invite you to participate in occasional Metro surveys?

- Yes No

10. Do you have regular access to a car?

- Yes No

11. How often do you ride Metro Bus? Select one

- Less than once a month
1-3 days a month
1-2 days a week
3-4 days a week
5 or more days a week

12. How long have you been riding Metro Bus? Select one

- Less than 1 year
1-2 years
3-4 years
5 or more years
Today is my first time

13. Do you have a smartphone and connection to access apps when waiting at bus stops?

- Yes No

14. How did you pay your fare for this trip?

- TAP Card
TAP App on phone
Cash

15. What type of fare was it?

- 30-Day Pass
7-Day Pass
Day Pass
1 trip fare
Other: \_\_\_\_\_

16. Did you receive a discount on your fare?

- Yes No

16a. If yes, what discount?

- Student (K-12)
Student (College)
LIFE
Senior/Disabled/Medicare

Satisfaction with Metro Bus

6. To what extent do you agree or disagree with the following statements? Select one per row

Strongly Disagree Strongly Agree
I would recommend riding Metro Bus to a friend or co-worker
Metro Bus works hard to improve the experience of its riders
When I hear people criticize Metro Bus, I want to defend it
Metro Bus provides a good value for the money

7. Thinking about your experiences during your entire journey door to door and all your interactions with Metro Bus, how satisfied are you with Metro Bus?

Not Satisfied at All Neutral Very Satisfied
1 2 3 4 5

8. Please rate your satisfaction with the following aspects of Metro Bus:

Not Satisfied at All Very Satisfied
1. How frequently buses run
2. How long it takes to get where I am going
3. Bus comes on time
4. Connecting to another bus or train
5. Availability of accurate bus arrival time info
6. Bus stop seating
7. Cleanliness of bus stop area
8. Shade at bus stop
9. Enough room on the bus
10. Comfort of bus seats (if used)
11. Cleanliness inside the bus
12. How well Metro addresses homelessness on buses
13. Safety from harassment based on my race or ethnicity
14. Safety from sexual harassment
15. Safety from crime
16. Buses and stops kept free of graffiti
17. Enforcement of Metro Bus rules
18. Courtesy of Metro bus operators
19. Wi-Fi availability and quality on the bus
20. Accurate and timely info about delays
21. Ease of fare payment
22. Availability of accurate info to plan my trips
23. Bus stop lighting (if you ride at night)
24. Transit Smartphone app
25. Metro.net website

9. Which elements listed in the shaded section do you most want Metro to improve? Write the number that corresponds to your top 3 choices. Example: if "bus comes on time" is your first choice, then write "3" in the "1st" blank space provided below.

1st 2nd 3rd

Demographics

The following information will be kept confidential and used only to confirm our survey sample is reflective of the diverse county in which we serve.

17. What is your age?

- Under 18 18 - 24 25 - 44 45 - 64 65+

18. What is your race or ethnic identification? (select all that apply)

- Latinx/Hispanic
Black/African American
White/Caucasian
Asian/Pacific Islander
Native American
Other

19. Including yourself, how many people live in your household?

- 1 2 3 4 5 6 or more

20. What languages do you speak at home? (select all that apply)

- English Spanish Chinese Tagalog
Korean Armenian
Other: \_\_\_\_\_

21. How well do you speak English?

- Very well or well
Not well or not at all

22. What is your household's total annual earnings? Select one

- Under \$15,000
\$15,000 - \$24,999
\$25,000 - \$49,999
\$50,000 - \$99,999
\$100,000+

23. What is your gender identity?

- Male Female
Non-Binary Other: \_\_\_\_\_

24. Do you have any disabilities?

- Yes No

24a. What type of disability do you have? (select all that apply)

- Low vision
Blindness
Deaf/hard-of-hearing
Mobility - use wheelchair
Mobility - do not use wheelchair
Mental or cognitive
Other: \_\_\_\_\_



Supervisor Only:

- 1. Rail Line: \_\_\_\_\_ Run: \_\_\_\_\_ Block: \_\_\_\_\_
2. Time: 6-9a 9a-1p 1-4p 4-7p After 7p
3. Day of the Week: M T W TH F Sat Sun
4. Date of trip: \_\_\_\_\_ mm/dd/yy

Chance to win \$500!

As a thank you for fully completing this survey, your name will be entered into a drawing for a chance to win one (1) \$500 Visa Cash Card.

2022 Metro Rail Customer Survey

About You

5. Would you like to be entered into the drawing for one (1) \$500 Visa Cash Card?

Your contact information will be kept confidential.

- Yes (please provide your contact information)
No

5a. First Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Home Zip Code: \_\_\_\_\_

5b. Can we invite you to participate in occasional Metro surveys?
Yes No

10. Do you have regular access to a car?
Yes No

11. How often do you ride Metro Rail? Select one

- Less than once a month
1-3 days a month
1-2 days a week
3-4 days a week
5 or more days a week

12. How long have you been riding Metro Rail? Select one

- Less than 1 year
1-2 years
3-4 years
5 or more years
Today is my first time

13. Do you have a smartphone and connection to access apps when waiting at the station?

- Yes No

14. How did you pay your fare for this trip?

- TAP Card
TAP App on phone
Cash

15. What type of fare was it?

- 30-Day Pass
7-Day Pass
Day Pass
1 trip fare
Other: \_\_\_\_\_

16. Did you receive a discount on your fare?

- Yes No

16a. If yes, what discount?

- Student (K-12)
Student (College)
LIFE
Senior/Disabled/Medicare

Satisfaction with Metro Rail

6. To what extent do you agree or disagree with the following statements? Select one per row

- I would recommend riding Metro Rail to a friend or co-worker
Metro Rail works hard to improve the experience of its riders
When I hear people criticize Metro Rail, I want to defend it
Metro Rail provides a good value for the money

7. Thinking about your experiences during your entire journey door to door and all your interactions with Metro Rail, how satisfied are you with Metro Rail?

- Not Satisfied at All Neutral Very Satisfied

8. Please rate your satisfaction with the following aspects of Metro Rail:

- 1. How frequently trains run
2. How long it takes to get where I am going
3. Train comes on time
4. Connecting to another train or bus
5. Availability of accurate train arrival time info
6. Train station seating
7. Cleanliness of train station
8. Enough room on the train
9. Comfort of train seats (if used)
10. Cleanliness inside the train
11. How well Metro addresses homelessness on trains
12. Safety from harassment based on my race or ethnicity
13. Safety from sexual harassment
14. Safety from crime
15. Trains and stations kept free of graffiti
16. Enforcement of Metro Rail rules
17. Accurate and timely info about delays
18. Cell signal quality on the train
19. Ease of fare payment
20. Availability of accurate info to plan my trips
21. Next stop info on the train
22. Transit Smartphone app
23. Metro.net website
24. Escalator reliability
25. Elevator reliability
26. Car parking
27. Bike parking

9. Which elements listed in the shaded section do you most want Metro to improve? Write the number that corresponds to your top 3 choices. Example: if "train comes on time" is your first choice, then write "3" in the "1st" blank space provided below.

1st 2nd 3rd

Demographics

The following information will be kept confidential and used only to confirm our survey sample is reflective of the diverse county in which we serve.

17. What is your age?

- Under 18 18 - 24 25 - 44 45 - 64 65+

18. What is your race or ethnic identification? (select all that apply)

- Latinx/Hispanic
Black/African American
White/Caucasian
Asian/Pacific Islander
Native American
Other

19. Including yourself, how many people live in your household?

- 1 2 3 4 5 6 or more

20. What languages do you speak at home? (select all that apply)

- English Spanish Chinese Tagalog Korean Armenian Other: \_\_\_\_\_

21. How well do you speak English?

- Very well or well
Not well or not at all

22. What is your household's total annual earnings? Select one

- Under \$15,000
\$15,000 - \$24,999
\$25,000 - \$49,999
\$50,000 - \$99,999
\$100,000+

23. What is your gender identity?

- Male Female Non-Binary Other: \_\_\_\_\_

24. Do you have any disabilities?

- Yes No

25. What type of disability do you have? (select all that apply)

- Low vision
Blindness
Deaf/hard-of-hearing
Mobility - use wheelchair
Mobility - do not use wheelchair
Mental or cognitive
Other: \_\_\_\_\_





Supervisor Only:

- 1. \_\_\_\_\_
- 2. Time: 6-9a 9a-1p 1-4p 4-7p After 7p
- 3. Day of the Week: M T W TH F Sat Sun
- 4. Date of trip: \_\_\_\_\_ mm/dd/yy

Chance to win \$500!

As a thank you for fully completing this survey, your name will be entered into a drawing for a chance to win one (1) \$500 Visa Cash Card.

# 2022 Metro Micro Customer Survey

## About You

### 5. Would you like to be entered into the drawing for one (1) \$500 Visa Cash Card?

Your contact information will be kept confidential.

- Yes (please provide your contact information)
- No

5a. First Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Home Zip Code: \_\_\_\_\_

5b. Can we invite you to participate in occasional Metro surveys?

- Yes
- No

### 10. Do you have regular access to a car?

- Yes
- No

### 11. How often do you ride Metro Micro? Select one

- Less than once a month
- 1-3 days a month
- 1-2 days a week
- 3-4 days a week
- 5 or more days a week
- More than once per day

### 12. How long have you been riding Metro Micro? Select one

- Less than 3 months
- 3-6 months
- 6-12 months
- 12+ months
- This is my first ride

### 13. Do you have a smartphone and connection to access apps when waiting at the pick up spot?

- Yes
- No

### 14. How did you pay your fare for this trip?

- TAP Card
- TAP App on phone
- Credit Card in app
- Debit Card in app
- Pass from my employer
- Pass from my university
- This trip was free

### 15. What type of fare was it?

- 30-Day Pass
- 7-Day Pass
- Day Pass
- 1 trip fare
- Other: \_\_\_\_\_

### 16. Did you receive a discount on your fare?

- Yes
- No

### 16a. If yes, what discount?

- Coupon Code: \_\_\_\_\_
- Ride Credit (Amount: \$ \_\_\_\_\_)

## Satisfaction with Metro Micro

### 6. To what extent do you agree or disagree with the following statements?

Select one per row

I would recommend riding Metro Micro to a friend or co-worker

Strongly Disagree Strongly Agree

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

Metro Micro works hard to improve the experience of its riders

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

When I hear people criticize Metro Micro, I want to defend it

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

Metro Micro provides a good value for the money

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

### 7. Thinking about your experiences during your entire journey door to door and all your interactions with Metro Micro, how satisfied are you with Metro Micro?

Not Satisfied at All Neutral Very Satisfied

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5

### 8. Please rate your satisfaction with the following aspects of Metro Micro:

Not Satisfied at All Very Satisfied

N/A  1  2  3  4  5 1. Metro Micro hours of operation

Not Satisfied at All Very Satisfied

N/A  1  2  3  4  5 13. Cleanliness inside Metro Micro

N/A  1  2  3  4  5 2. How quickly I was able to get a ride

N/A  1  2  3  4  5 14. Enforcement of Metro Micro rules

N/A  1  2  3  4  5 3. How long it takes to get where I am going

N/A  1  2  3  4  5 15. How well Metro addresses homelessness on Metro Micro

N/A  1  2  3  4  5 4. Metro Micro comes on time

N/A  1  2  3  4  5 16. Safety from harassment based on my race or ethnicity

N/A  1  2  3  4  5 5. Connecting to a bus or train

N/A  1  2  3  4  5 17. Safety from sexual harassment

N/A  1  2  3  4  5 6. Availability of accurate arrival time info

N/A  1  2  3  4  5 18. Safety from crime

N/A  1  2  3  4  5 7. Accurate and timely info about delays

N/A  1  2  3  4  5 19. Ease of fare payment

N/A  1  2  3  4  5 8. Pick up point convenience

N/A  1  2  3  4  5 20. Service zones cover where I need to go

N/A  1  2  3  4  5 9. Pick up point safety

N/A  1  2  3  4  5 21. Availability of accurate info to plan my trips

N/A  1  2  3  4  5 10. Ease of finding my pick up point

N/A  1  2  3  4  5 22. Metro.net/micro website

N/A  1  2  3  4  5 11. Enough room on Metro Micro

N/A  1  2  3  4  5 23. Metro Micro App

N/A  1  2  3  4  5 12. Comfort of Metro Micro seats

N/A  1  2  3  4  5 24. Transit Smartphone App

### 9. Which elements listed in the shaded section do you most want Metro to improve? Write the number that corresponds to your top 3 choices. Example: if "Micro comes on time" is your first choice, then write "4" in the "1st" blank space provided below.

1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

## Demographics

The following information will be kept confidential and used only to confirm our survey sample is reflective of the diverse county in which we serve.

### 17. What is your age?

- Under 18
- 18 - 24
- 25 - 44
- 45 - 64
- 65+

### 20. What languages do you speak at home? (select all that apply)

- English
- Spanish
- Chinese
- Tagalog
- Korean
- Armenian
- Other: \_\_\_\_\_

### 23. What is your gender identity?

- Male
- Female
- Non-Binary
- Other: \_\_\_\_\_

### 18. What is your race or ethnic identification? (select all that apply)

- Latinx/Hispanic
- Black/African American
- White/Caucasian
- Asian/Pacific Islander
- Native American
- Other

### 21. How well do you speak English?

- Very well or well
- Not well or not at all

### 24. Do you have any disabilities?

- Yes
- No

### 19. Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6 or more

### 22. What is your household's total annual earnings? Select one

- Under \$15,000
- \$15,000 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$99,999
- \$100,000+

### 24a. What type of disability do you have? (select all that apply)

- Low vision
- Blindness
- Deaf/hard-of-hearing
- Mobility - use wheelchair
- Mobility - do not use wheelchair
- Mental or cognitive
- Other: \_\_\_\_\_

## Bus Only

### Sample Size

N = 7,909

### I would recommend riding Metro Bus to a friend or co-worker

	Percent
Strongly disagree	10%
Disagree	6%
Neutral	19%
Agree	22%
Strongly Agree	45%
Total	100%

### Metro Bus works hard to improve the experience of its riders

	Percent
Strongly disagree	9%
Disagree	9%
Neutral	24%
Agree	24%
Strongly agree	34%
Total	100%

### When I hear people criticize Metro Bus, I want to defend it

	Percent
Strongly disagree	12%
Disagree	12%
Neutral	29%
Agree	20%
Strongly agree	28%
Total	100%

### Metro Bus provides a good value for the money

	Percent
Strongly disagree	9%
Disagree	7%
Neutral	19%
Agree	23%
Strongly agree	42%
Total	100%

### Thinking about your experience during your entire journey door to door and all your interactions with Metro Bus, how satisfied are you with Metro Bus?

	Percent
Strongly disagree	5%
Disagree	7%
Neutral	28%
Agree	28%
Strongly agree	33%
Total	100%

## Bus Only – 25 Aspects

How frequently buses run	
	Percent
Not satisfied at all	9%
Not satisfied	11%
Neutral	26%
Satisfied	26%
Very Satisfied	28%
Total	100%

Availability of accurate bus arrival time info	
	Percent
Not satisfied at all	9%
Not satisfied	10%
Neutral	24%
Satisfied	28%
Very Satisfied	29%
Total	100%

Enough room on the bus	
	Percent
Not satisfied at all	9%
Not satisfied	12%
Neutral	27%
Satisfied	25%
Very Satisfied	26%
Total	100%

How long it takes to get where I am going	
	Percent
Not satisfied at all	8%
Not satisfied	10%
Neutral	25%
Satisfied	29%
Very Satisfied	27%
Total	100%

Bus stop seating	
	Percent
Not satisfied at all	11%
Not satisfied	12%
Neutral	27%
Satisfied	25%
Very Satisfied	26%
Total	100%

Comfort of bus seats (if used)	
	Percent
Not satisfied at all	8%
Not satisfied	9%
Neutral	24%
Satisfied	27%
Very Satisfied	32%
Total	100%

Bus comes on time	
	Percent
Not satisfied at all	10%
Not satisfied	13%
Neutral	26%
Satisfied	25%
Very Satisfied	26%
Total	100%

Cleanliness of bus stop area	
	Percent
Not satisfied at all	16%
Not satisfied	16%
Neutral	26%
Satisfied	20%
Very Satisfied	22%
Total	100%

Cleanliness inside the bus	
	Percent
Not satisfied at all	11%
Not satisfied	13%
Neutral	26%
Satisfied	24%
Very Satisfied	26%
Total	100%

Connecting to another bus or train	
	Percent
Not satisfied at all	7%
Not satisfied	9%
Neutral	24%
Satisfied	27%
Very Satisfied	33%
Total	100%

Shade at bus stop	
	Percent
Not satisfied at all	17%
Not satisfied	18%
Neutral	27%
Satisfied	18%
Very Satisfied	20%
Total	100%

How well Metro addresses homelessness on buses	
	Percent
Not satisfied at all	18%
Not satisfied	13%
Neutral	27%
Satisfied	20%
Very Satisfied	22%
Total	100%

## Bus Only – 25 Aspects

Safety from harassment based on my race or ethnicity	
	Percent
Not satisfied at all	11%
Not satisfied	11%
Neutral	25%
Satisfied	23%
Very Satisfied	31%
Total	100%

Enforcement of Metro Bus rules	
	Percent
Not satisfied at all	10%
Not satisfied	10%
Neutral	27%
Satisfied	24%
Very Satisfied	29%
Total	100%

Ease of fare payment	
	Percent
Not satisfied at all	6%
Not satisfied	6%
Neutral	22%
Satisfied	24%
Very Satisfied	41%
Total	100%

Safety from sexual harassment	
	Percent
Not satisfied at all	10%
Not satisfied	11%
Neutral	24%
Satisfied	23%
Very Satisfied	32%
Total	100%

Courtesy of Metro bus operators	
	Percent
Not satisfied at all	7%
Not satisfied	8%
Neutral	22%
Satisfied	26%
Very Satisfied	37%
Total	100%

Availability of accurate info to plan my trips	
	Percent
Not satisfied at all	6%
Not satisfied	7%
Neutral	26%
Satisfied	27%
Very Satisfied	35%
Total	100%

Safety from crime	
	Percent
Not satisfied at all	11%
Not satisfied	13%
Neutral	27%
Satisfied	22%
Very Satisfied	27%
Total	100%

Wi-Fi availability and quality on the bus	
	Percent
Not satisfied at all	9%
Not satisfied	9%
Neutral	26%
Satisfied	23%
Very Satisfied	34%
Total	100%

Bus stop lighting (if you ride at night)	
	Percent
Not satisfied at all	10%
Not satisfied	11%
Neutral	25%
Satisfied	23%
Very Satisfied	32%
Total	100%

Buses and stops kept free of graffiti	
	Percent
Not satisfied at all	11%
Not satisfied	12%
Neutral	28%
Satisfied	23%
Very Satisfied	27%
Total	100%

Accurate and timely info about delays	
	Percent
Not satisfied at all	10%
Not satisfied	13%
Neutral	28%
Satisfied	23%
Very Satisfied	26%
Total	100%

Transit Smartphone app	
	Percent
Not satisfied at all	6%
Not satisfied	8%
Neutral	24%
Satisfied	24%
Very Satisfied	38%
Total	100%

Metro.net website	
	Percent
Not satisfied at all	7%
Not satisfied	7%
Neutral	26%
Satisfied	22%
Very Satisfied	38%
Total	100%

## Bus Only – 25 Aspects

Which elements listed in the shaded sections do you most want Metro to improve? 1 <sup>st</sup>	
	Percent
How frequently buses run	15%
How long it takes to get where I am going	6%
Buses comes on time	20%
Connecting to another bus or train	3%
Availability of accurate bus arrival time info	4%
Bus stop seating	3%
Cleanliness of bus stop area	7%
Shade at bus stop	6%
Enough room on the bus	3%
Comfort of bus seats (if used)	2%
Cleanliness inside the bus	5%
How well Metro addresses homelessness on buses	7%
Safety from harassment based on my race or ethnicity	3%
Safety from sexual harassment	3%
Safety from crime	4%
Buses and stops kept free of graffiti	1%
Enforcement of Metro Bus rules	1%
Courtesy of Metro bus operators	1%
Wi-Fi availability and quality on the bus	1%
Accurate and timely info about delays	2%
Ease of fare payment	2%
Availability of accurate info to plan my trips	1%
Bus stop lighting (if you ride at night)	1%
Transit Smartphone app	1%
Metro.net website	0%
Total	100%

Which elements listed in the shaded sections do you most want Metro to improve? 2 <sup>nd</sup>	
	Percent
How frequently buses run	8%
How long it takes to get where I am going	6%
Buses comes on time	9%
Connecting to another bus or train	3%
Availability of accurate bus arrival time info	5%
Bus stop seating	4%
Cleanliness of bus stop area	8%
Shade at bus stop	4%
Enough room on the bus	4%
Comfort of bus seats (if used)	3%
Cleanliness inside the bus	8%
How well Metro addresses homelessness on buses	8%
Safety from harassment based on my race or ethnicity	4%
Safety from sexual harassment	5%
Safety from crime	7%
Buses and stops kept free of graffiti	2%
Enforcement of Metro Bus rules	2%
Courtesy of Metro bus operators	1%
Wi-Fi availability and quality on the bus	1%
Accurate and timely info about delays	3%
Ease of fare payment	1%
Availability of accurate info to plan my trips	1%
Bus stop lighting (if you ride at night)	2%
Transit Smartphone app	1%
Metro.net website	0%
Total	100%

Which elements listed in the shaded sections do you most want Metro to improve? 3 <sup>rd</sup>	
	Percent
How frequently buses run	6%
How long it takes to get where I am going	4%
Buses comes on time	7%
Connecting to another bus or train	3%
Availability of accurate bus arrival time info	4%
Bus stop seating	3%
Cleanliness of bus stop area	5%
Shade at bus stop	5%
Enough room on the bus	5%
Comfort of bus seats (if used)	3%
Cleanliness inside the bus	7%
How well Metro addresses homelessness on buses	7%
Safety from harassment based on my race or ethnicity	5%
Safety from sexual harassment	4%
Safety from crime	11%
Buses and stops kept free of graffiti	3%
Enforcement of Metro Bus rules	3%
Courtesy of Metro bus operators	3%
Wi-Fi availability and quality on the bus	2%
Accurate and timely info about delays	4%
Ease of fare payment	2%
Availability of accurate info to plan my trips	1%
Bus stop lighting (if you ride at night)	3%
Transit Smartphone app	1%
Metro.net website	0%
Total	100%

## Bus Only

Do you have regular access to a car?	
	Percent
Yes	22%
No	78%
Total	100%

How often do you ride Metro Bus?	
	Percent
Less than once a month	4%
1-3 days a month	5%
1-2 days a week	8%
3-4 days a week	20%
5 or more days a week	63%
Total	100%

How long have you been riding Metro Bus?	
	Percent
Less than 1 year	13%
1-2 years	11%
3-4 years	13%
5 or more years	60%
Today is my first time	2%
Total	100%

Do you have a smartphone and connection to access apps when waiting at bus stops?	
	Percent
Yes	79%
No	21%
Total	100%

How did you pay your fare for this trip?	
	Percent
TAP Card	57%
TAP App on phone	9%
Cash	34%
Total	100%

What type of fare was it?	
	Percent
30-Day Pass	34%
7-Day Pass	16%
Day Pass	10%
1 trip fare	32%
Other	9%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	43%
No	58%
Total	100%

If yes, what discount?	
	Percent
Student (K-12)	22%
Student (College)	15%
LIFE	24%
Senior/Disabled/Medicare	40%
Total	100%

## Bus Only

What is your age?	
	Percent
Under 18	8%
18-24	18%
25-44	35%
45-64	31%
65+	9%
Total	100%

What languages do you speak at home?	
	Percent
English	63%
Spanish	58%
Chinese	1%
Tagalog	2%
Korean	1%
Armenian	.4%
Other	2%
Total	100%

What is your race or ethnic identification?	
	Percent
Latinx/Hispanic	63%
Black/African American	16%
White/Caucasian	11%
Asian/Pacific Islander	6%
Native American	2%
Other	3%

How well do you speak English?	
	Percent
Very well or well	73%
Not well or not at all	27%
Total	100%

Including yourself, how many people live in your household?	
	Percent
1	18%
2	19%
3	17%
4	18%
5	15%
6 or more	12%
Total	100%

What is your household's total annual income?	
	Percent
Under \$15,000	43%
\$15,000-\$24,999	25%
\$25,000-\$49,999	21%
\$50,000-\$99,999	8%
\$100,000+	3%
Total	100%

## Bus Only

What is your gender identity?	
	Percent
Male	49%
Female	49%
Non-Binary	1%
Other	.4%
Total	100%

Do you have a disability?	
	Percent
Yes	19%
No	81%
Total	100%

What type of disability do you have?	
	Percent
Low vision	6%
Blindness	1%
Deaf/hard-of-hearing	1%
Mobility – use wheelchair	1%
Mobility – do not use wheelchair	3%
Mental or cognitive	3%
Other	5%



## Rail Only

### Sample Size

N = 2,931

### I would recommend riding Metro Rail to a friend or co-worker

	Percent
Strongly disagree	9%
Disagree	8%
Neutral	19%
Agree	24%
Strongly Agree	41%
Total	100%

### Metro Rail works hard to improve the experience of its riders

	Percent
Strongly disagree	9%
Disagree	11%
Neutral	28%
Agree	24%
Strongly agree	29%
Total	100%

### When I hear people criticize Metro Rail, I want to defend it

	Percent
Strongly disagree	12%
Disagree	13%
Neutral	32%
Agree	19%
Strongly agree	25%
Total	100%

### Metro Rail provides a good value for the money

	Percent
Strongly disagree	7%
Disagree	8%
Neutral	17%
Agree	24%
Strongly agree	44%
Total	100%

### Thinking about your experience during your entire journey door to door and all your interactions with Metro Rail, how satisfied are you with Metro Rail?

	Percent
Strongly disagree	6%
Disagree	9%
Neutral	28%
Agree	29%
Strongly agree	29%
Total	100%

## Rail Only – 27 Aspects

How frequently trains run	
	Percent
Not satisfied at all	5%
Not satisfied	10%
Neutral	21%
Satisfied	29%
Very Satisfied	35%
Total	100%

Availability of accurate train arrival time info	
	Percent
Not satisfied at all	5%
Not satisfied	8%
Neutral	21%
Satisfied	28%
Very Satisfied	38%
Total	100%

Comfort of train seats (if used)	
	Percent
Not satisfied at all	9%
Not satisfied	12%
Neutral	27%
Satisfied	26%
Very Satisfied	27%
Total	100%

How long it takes to get where I am going	
	Percent
Not satisfied at all	5%
Not satisfied	8%
Neutral	22%
Satisfied	30%
Very Satisfied	35%
Total	100%

Train station seating	
	Percent
Not satisfied at all	11%
Not satisfied	12%
Neutral	27%
Satisfied	22%
Very Satisfied	28%
Total	100%

Cleanliness inside the train	
	Percent
Not satisfied at all	28%
Not satisfied	18%
Neutral	24%
Satisfied	16%
Very Satisfied	15%
Total	100%

Train comes on time	
	Percent
Not satisfied at all	4%
Not satisfied	8%
Neutral	22%
Satisfied	27%
Very Satisfied	39%
Total	100%

Cleanliness of train station	
	Percent
Not satisfied at all	25%
Not satisfied	18%
Neutral	24%
Satisfied	16%
Very Satisfied	17%
Total	100%

How well Metro addresses homelessness on trains	
	Percent
Not satisfied at all	34%
Not satisfied	17%
Neutral	21%
Satisfied	13%
Very Satisfied	15%
Total	100%

Connecting to another train or bus	
	Percent
Not satisfied at all	5%
Not satisfied	7%
Neutral	24%
Satisfied	28%
Very Satisfied	37%
Total	100%

Enough room on train	
	Percent
Not satisfied at all	6%
Not satisfied	10%
Neutral	26%
Satisfied	29%
Very Satisfied	30%
Total	100%

Safety from harassment based on my race or ethnicity	
	Percent
Not satisfied at all	15%
Not satisfied	13%
Neutral	27%
Satisfied	20%
Very Satisfied	25%
Total	100%

## Rail Only – 27 Aspects

Safety from sexual harassment	
	Percent
Not satisfied at all	13%
Not satisfied	14%
Neutral	26%
Satisfied	19%
Very Satisfied	27%
Total	100%

Accurate and timely info about delays	
	Percent
Not satisfied at all	8%
Not satisfied	12%
Neutral	27%
Satisfied	26%
Very Satisfied	27%
Total	100%

Next stop info on the train	
	Percent
Not satisfied at all	3%
Not satisfied	6%
Neutral	20%
Satisfied	26%
Very Satisfied	44%
Total	100%

Safety from crime	
	Percent
Not satisfied at all	17%
Not satisfied	17%
Neutral	29%
Satisfied	19%
Very Satisfied	18%
Total	100%

Cell signal quality on the train	
	Percent
Not satisfied at all	8%
Not satisfied	10%
Neutral	23%
Satisfied	28%
Very Satisfied	32%
Total	100%

Transit Smartphone app	
	Percent
Not satisfied at all	6%
Not satisfied	6%
Neutral	23%
Satisfied	25%
Very Satisfied	41%
Total	100%

Trains and stations kept free of graffiti	
	Percent
Not satisfied at all	13%
Not satisfied	14%
Neutral	26%
Satisfied	23%
Very Satisfied	23%
Total	100%

Ease of fare payment	
	Percent
Not satisfied at all	4%
Not satisfied	6%
Neutral	19%
Satisfied	26%
Very Satisfied	45%
Total	100%

Metro.net website	
	Percent
Not satisfied at all	5%
Not satisfied	7%
Neutral	27%
Satisfied	24%
Very Satisfied	37%
Total	100%

Enforcement of Metro Rail rules	
	Percent
Not satisfied at all	15%
Not satisfied	15%
Neutral	29%
Satisfied	18%
Very Satisfied	23%
Total	100%

Availability of accurate info to plan my trips	
	Percent
Not satisfied at all	4%
Not satisfied	7%
Neutral	23%
Satisfied	27%
Very Satisfied	39%
Total	100%

Escalator reliability	
	Percent
Not satisfied at all	7%
Not satisfied	9%
Neutral	27%
Satisfied	25%
Very Satisfied	33%
Total	100%

### Rail Only – 27 Aspects

Elevator reliability	
	Percent
Not satisfied at all	8%
Not satisfied	11%
Neutral	25%
Satisfied	23%
Very Satisfied	33%
Total	100%

Car parking	
	Percent
Not satisfied at all	7%
Not satisfied	10%
Neutral	25%
Satisfied	23%
Very Satisfied	35%
Total	100%

Bike parking	
	Percent
Not satisfied at all	7%
Not satisfied	8%
Neutral	25%
Satisfied	23%
Very Satisfied	37%
Total	100%

## Rail Only – 27 Aspects

Which elements listed in the shaded sections do you most want Metro to improve? 1 <sup>st</sup>	
	Percent
How frequently trains run	10%
How long it takes to get where I am going	4%
Train comes on time	10%
Connecting to another train or bus	2%
Availability of accurate train arrival time info	1%
Train station seating	1%
Cleanliness of train station	12%
Enough room on the train	1%
Comfort of train seats (if used)	1%
Cleanliness inside the train	18%
How well Metro addresses homelessness on trains	18%
Safety from harassment based on my race or ethnicity	3%
Safety from sexual harassment	3%
Safety from crime	8%
Trains and stations kept free of graffiti	1%
Enforcement of Metro Rail rules	2%
Accurate and timely info about delays	1%
Cell signal quality on the train	1%
Ease of fare payment	1%
Availability of accurate info to plan my trips	1%
Next stop info on the train	.2%
Transit Smartphone app	.2%
Metro.net website	.3%
Escalator reliability	.0%
Elevator reliability	.1%
Car parking	.2%
Bike parking	.2%
Total	100%

Which elements listed in the shaded sections do you most want Metro to improve? 2 <sup>nd</sup>	
	Percent
How frequently trains run	4%
How long it takes to get where I am going	5%
Train comes on time	5%
Connecting to another train or bus	4%
Availability of accurate train arrival time info	2%
Train station seating	1%
Cleanliness of train station	8%
Enough room on the train	2%
Comfort of train seats (if used)	2%
Cleanliness inside the train	17%
How well Metro addresses homelessness on trains	13%
Safety from harassment based on my race or ethnicity	7%
Safety from sexual harassment	4%
Safety from crime	9%
Trains and stops kept free of graffiti	2%
Enforcement of Metro Rail rules	4%
Accurate and timely info about delays	1%
Cell signal quality on the train	2%
Ease of fare payment	2%
Availability of accurate info to plan my trips	.3%
Next stop info on the train	.5%
Transit Smartphone app	2%
Metro.net website	.2%
Escalator reliability	1%
Elevator reliability	.3%
Car parking	.2%
Bike parking	1%
Total	100%

Which elements listed in the shaded sections do you most want Metro to improve? 3 <sup>rd</sup>	
	Percent
How frequently trains run	4%
How long it takes to get where I am going	2%
Trains comes on time	6%
Connecting to another train or bus	3%
Availability of accurate train arrival time info	2%
Train station seating	2%
Cleanliness of train station	7%
Enough room on the bus	2%
Comfort of train seats (if used)	2%
Cleanliness inside the train	8%
How well Metro addresses homelessness on trains	10%
Safety from harassment based on my race or ethnicity	5%
Safety from sexual harassment	8%
Safety from crime	14%
Trains and stops kept free of graffiti	4%
Enforcement of Metro Rail rules	7%
Accurate and timely info about delays	5%
Cell signal quality on the train	2%
Ease of fare payment	.4%
Availability of accurate info to plan my trips	1%
Next stop info on the train	1%
Transit Smartphone app	1%
Metro.net website	1%
Escalator reliability	1%
Elevator reliability	1%
Car parking	1%
Bike parking	1%
Total	100%

## Rail Only

Do you have regular access to a car?	
	Percent
Yes	38%
No	63%
Total	100%

How often do you ride Metro Rail?	
	Percent
Less than once a month	10%
1-3 days a month	11%
1-2 days a week	10%
3-4 days a week	21%
5 or more days a week	47%
Total	100%

How long have you been riding Metro Rail?	
	Percent
Less than 1 year	17%
1-2 years	12%
3-4 years	14%
5 or more years	55%
Today is my first time	3%
Total	100%

Do you have a smartphone and connection to access apps when waiting at the station?	
	Percent
Yes	80%
No	21%
Total	100%

How did you pay your fare for this trip?	
	Percent
TAP Card	75%
TAP App on phone	13%
Cash	12%
Total	100%

What type of fare was it?	
	Percent
30-Day Pass	28%
7-Day Pass	14%
Day Pass	14%
1 trip fare	33%
Other	11%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	36%
No	65%
Total	100%

If yes, what discount?	
	Percent
Student (K-12)	16%
Student (College)	19%
LIFE	28%
Senior/Disabled/Medicare	37%
Total	100%

## Rail Only

What is your age?	
	Percent
Under 18	5%
18-24	19%
25-44	42%
45-64	28%
65+	7%
Total	100%

What languages do you speak at home?	
	Percent
English	76%
Spanish	44%
Chinese	2%
Tagalog	2%
Korean	1%
Armenian	.4%
Other	4%
Total	100%

What is your race or ethnic identification?	
	Percent
Latinx/Hispanic	50%
Black/African American	16%
White/Caucasian	20%
Asian/Pacific Islander	10%
Native American	2%
Other	4%

How well do you speak English?	
	Percent
Very well or well	85%
Not well or not at all	15%
Total	100%

Including yourself, how many people live in your household?	
	Percent
1	21%
2	21%
3	18%
4	17%
5	14%
6 or more	9%
Total	100%

What is your household's total annual income?	
	Percent
Under \$15,000	32%
\$15,000-\$24,999	19%
\$25,000-\$49,999	21%
\$50,000-\$99,999	17%
\$100,000+	12%
Total	100%

## Rail Only

What is your gender identity?	
	Percent
Male	54%
Female	44%
Non-Binary	2%
Other	1%
Total	100%

Do you have a disability?	
	Percent
Yes	20%
No	80%
Total	100%

What type of disability do you have?	
	Percent
Low vision	8%
Blindness	1%
Deaf/hard-of-hearing	1%
Mobility – use wheelchair	1%
Mobility – do not use wheelchair	3%
Mental or cognitive	5%
Other	4%



## Metro Micro Only

### Sample Size

N = 1,399

### I would recommend riding Metro Micro to a friend or co-worker

	Percent
Strongly disagree	3%
Disagree	1%
Neutral	3%
Agree	12%
Strongly Agree	81%
Total	100%

### Metro Micro works hard to improve the experience of its riders

	Percent
Strongly disagree	3%
Disagree	2%
Neutral	9%
Agree	23%
Strongly agree	64%
Total	100%

### When I hear people criticize Metro Micro, I want to defend it

	Percent
Strongly disagree	3%
Disagree	4%
Neutral	22%
Agree	21%
Strongly agree	50%
Total	100%

### Metro Micro provides a good value for the money

	Percent
Strongly disagree	2%
Disagree	1%
Neutral	1%
Agree	6%
Strongly agree	90%
Total	100%

### Thinking about your experience during your entire journey door to door and all your interactions with Metro Micro, how satisfied are you with Metro Micro?

	Percent
Strongly disagree	1%
Disagree	1%
Neutral	6%
Agree	24%
Strongly agree	69%
Total	100%

## Metro Micro Only – 24 Aspects

Metro Micro hours of operation	
	Percent
Not satisfied at all	1%
Not satisfied	3%
Neutral	11%
Satisfied	28%
Very Satisfied	57%
Total	100%

Availability of accurate bus arrival time info	
	Percent
Not satisfied at all	3%
Not satisfied	5%
Neutral	15%
Satisfied	25%
Very Satisfied	52%
Total	100%

Enough room on Metro Micro	
	Percent
Not satisfied at all	1%
Not satisfied	1%
Neutral	4%
Satisfied	11%
Very Satisfied	83%
Total	100%

How quickly I was able to get a ride	
	Percent
Not satisfied at all	2%
Not satisfied	7%
Neutral	21%
Satisfied	30%
Very Satisfied	40%
Total	100%

Pick up point convenience	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	8%
Satisfied	21%
Very Satisfied	68%
Total	100%

Comfort of Metro Micro seats	
	Percent
Not satisfied at all	1%
Not satisfied	0%
Neutral	2%
Satisfied	11%
Very Satisfied	87%
Total	100%

How long it takes to get where I am going	
	Percent
Not satisfied at all	1%
Not satisfied	3%
Neutral	10%
Satisfied	30%
Very Satisfied	55%
Total	100%

Pick up point safety	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	6%
Satisfied	18%
Very Satisfied	74%
Total	100%

Cleanliness inside Metro Micro	
	Percent
Not satisfied at all	.3%
Not satisfied	.1%
Neutral	1%
Satisfied	7%
Very Satisfied	92%
Total	100%

Connecting to a bus or train	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	12%
Satisfied	17%
Very Satisfied	69%
Total	100%

Ease of finding my pick up point	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	6%
Satisfied	19%
Very Satisfied	73%
Total	100%

How well Metro addresses homelessness on Metro Micro	
	Percent
Not satisfied at all	2%
Not satisfied	2%
Neutral	10%
Satisfied	15%
Very Satisfied	72%
Total	100%

## Metro Micro Only – 24 Aspects

Safety from harassment based on my race or ethnicity	
	Percent
Not satisfied at all	1%
Not satisfied	1%
Neutral	4%
Satisfied	10%
Very Satisfied	84%
Total	100%

Service zones cover where I need to go	
	Percent
Not satisfied at all	2%
Not satisfied	6%
Neutral	18%
Satisfied	19%
Very Satisfied	55%
Total	100%

Metro Micro App	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	8%
Satisfied	17%
Very Satisfied	72%
Total	100%

Safety from sexual harassment	
	Percent
Not satisfied at all	1%
Not satisfied	.1%
Neutral	4%
Satisfied	10%
Very Satisfied	86%
Total	100%

Availability of accurate info to plan my trips	
	Percent
Not satisfied at all	2%
Not satisfied	3%
Neutral	8%
Satisfied	22%
Very Satisfied	65%
Total	100%

Transit Smartphone App	
	Percent
Not satisfied at all	1%
Not satisfied	1%
Neutral	11%
Satisfied	16%
Very Satisfied	71%
Total	100%

Safety from crime	
	Percent
Not satisfied at all	.4%
Not satisfied	.3%
Neutral	4%
Satisfied	10%
Very Satisfied	86%
Total	100%

Enforcement of Metro Micro rules	
	Percent
Not satisfied at all	.4%
Not satisfied	1%
Neutral	4%
Satisfied	14%
Very Satisfied	81%
Total	100%

Accurate and timely info about delays	
	Percent
Not satisfied at all	5%
Not satisfied	6%
Neutral	15%
Satisfied	26%
Very Satisfied	49%
Total	100%

Ease of fare payment	
	Percent
Not satisfied at all	.3%
Not satisfied	1%
Neutral	2%
Satisfied	8%
Very Satisfied	90%
Total	100%

Metro.net/micro website	
	Percent
Not satisfied at all	2%
Not satisfied	2%
Neutral	10%
Satisfied	17%
Very Satisfied	69%
Total	100%

Metro Micro comes on time	
	Percent
Not satisfied at all	3%
Not satisfied	8%
Neutral	19%
Satisfied	28%
Very Satisfied	41%
Total	100%

### Metro Micro Only – 24 Aspects

Which elements listed in the shaded sections do you most want Metro to improve? 1 <sup>st</sup>		Which elements listed in the shaded sections do you most want Metro to improve? 2 <sup>nd</sup>		Which elements listed in the shaded sections do you most want Metro to improve? 3 <sup>rd</sup>	
	Percent		Percent		Percent
Metro Micro hours of operation	11%	Metro Micro hours of operation	12%	Metro Micro hours of operation	8%
How quickly I was able to get a ride	13%	How quickly I was able to get a ride	15%	How quickly I was able to get a ride	14%
How long it takes to get where I am going	5%	How long it takes to get where I am going	10%	How long it takes to get where I am going	7%
Metro Micro comes on time	30%	Metro Micro comes on time	11%	Metro Micro comes on time	16%
Connecting to a bus or train	2%	Connecting to a bus or train	2%	Connecting to a bus or train	3%
Availability of accurate arrival time info	4%	Availability of accurate arrival time info	15%	Availability of accurate arrival time info	11%
Accurate and timely info about delays	6%	Accurate and timely info about delays	5%	Accurate and timely info about delays	11%
Pick up point convenience	3%	Pick up point convenience	6%	Pick up point convenience	4%
Pick up point safety	2%	Pick up point safety	.3%	Pick up point safety	1%
Ease of finding my pick up point	1%	Ease of finding my pick up point	2%	Ease of finding my pick up point	3%
Enough room on Metro Micro	.1%	Enough room on Metro Micro	2%	Enough room on Metro Micro	2%
Comfort of Metro Micro seats	.1%	Comfort of Metro Micro seats	1%	Comfort of Metro Micro seats	1%
Cleanliness inside Metro Micro	.3%	Cleanliness inside Metro Micro	.4%	Cleanliness inside Metro Micro	.1%
Enforcement of Metro Micro rules	.4%	Enforcement of Metro Micro rules	.1%	Enforcement of Metro Micro rules	1%
How well Metro addresses homelessness on Metro Micro	.4%	How well Metro addresses homelessness on Metro Micro	2%	How well Metro addresses homelessness on Metro Micro	.3%
Safety from harassment based on my race or ethnicity	0%	Safety from harassment based on my race or ethnicity	1%	Safety from harassment based on my race or ethnicity	.3%
Safety from sexual harassment	0%	Safety from sexual harassment	.1%	Safety from sexual harassment	.3%
Safety from crime	1%	Safety from crime	.4%	Safety from crime	2%
Ease of payment	2%	Ease of payment	1%	Ease of payment	1%
Service zones cover where I need to go	15%	Service zones cover where I need to go	11%	Service zones cover where I need to go	11%
Availability of accurate info to plan my trips	1%	Availability of accurate info to plan my trips	1%	Availability of accurate info to plan my trips	2%
Metro.net/Micro website	0%	Metro.net/Micro website	1%	Metro.net/Micro website	.4%
Metro Micro App	2%	Metro Micro App	1%	Metro Micro App	2%
Transit Smartphone App	1%	Transit Smartphone App	1%	Transit Smartphone App	0%
Total	100%	Total	100%	Total	100%

## Metro Micro Only

Do you have regular access to a car?	
	Percent
Yes	25%
No	75%
Total	100%

How often do you ride Metro Micro?	
	Percent
Less than once a month	5%
1-3 days a month	11%
1-2 days a week	16%
3-4 days a week	28%
5 or more days a week	29%
More than once per day	12%
Total	100%

How long have you been riding Metro Micro?	
	Percent
Less than 3 months	27%
3-6 months	33%
6-12 months	23%
12+ months	15%
Today is my first ride	2%
Total	100%

Do you have a smartphone and connection to access apps when waiting at the pick up spot?	
	Percent
Yes	96%
No	5%
Total	100%

How did you pay your fare for this trip?	
	Percent
TAP Card	40%
TAP App on phone	13%
Credit Card in app	20%
Debit Card in app	26%
Pass from my employer	.1%
Pass from my university	.2%
This trip was free	2%
Total	100%

What type of fare was it?	
	Percent
30-Day Pass	8%
7-Day Pass	2%
Day Pass	3%
1 trip fare	70%
Other	17%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	16%
No	85%
Total	100%

If yes, what discount?	
	Percent
Coupon Code	.015%
Ride Credit	.055%
Total	100%

## Metro Micro Only

What is your age?	
	Percent
Under 18	8%
18-24	28%
25-44	44%
45-64	17%
65+	4%
Total	100%

What is your race or ethnic identification?	
	Percent
Latinx/Hispanic	56%
Black/African American	11%
White/Caucasian	15%
Asian/Pacific Islander	14%
Native American	1%
Other	5%

Including yourself, how many people live in your household?	
	Percent
1	15%
2	21%
3	17%
4	20%
5	15%
6 or more	13%
Total	100%

What languages do you speak at home?	
	Percent
English	84%
Spanish	46%
Chinese	2%
Tagalog	4%
Korean	.1%
Armenian	0%
Other	4%
Total	100%

How well do you speak English?	
	Percent
Very well or well	91%
Not well or not at all	9%
Total	100%

What is your household's total annual income?	
	Percent
Under \$15,000	29%
\$15,000-\$24,999	23%
\$25,000-\$49,999	25%
\$50,000-\$99,999	15%
\$100,000+	8%
Total	100%

## Metro Micro Only

What is your gender identity?	
	Percent
Male	39%
Female	57%
Non-Binary	3%
Other	1%
Total	100%

Do you have a disability?	
	Percent
Yes	13%
No	87%
Total	100%

What type of disability do you have?	
	Percent
Low vision	4%
Blindness	.2%
Deaf/hard-of-hearing	1%
Mobility – use wheelchair	.3%
Mobility – do not use wheelchair	2%
Mental or cognitive	4%
Other	2%





# 2022 Customer Experience Survey Results

Board Presentation



# Our Vision and Goal

## Our Vision:

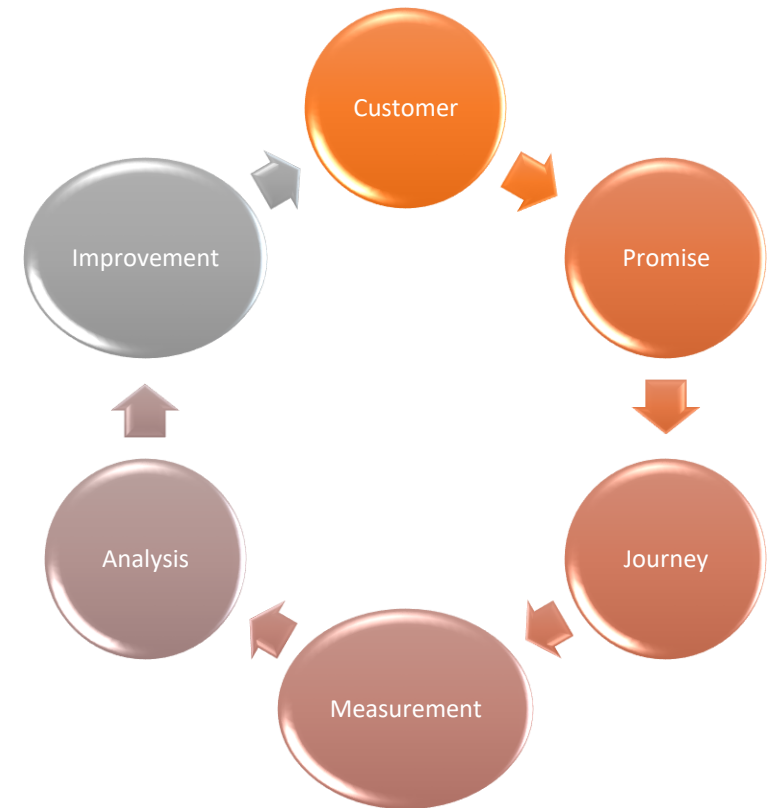
*Is to put you first – your safety, your time, your comfort, and your peace of mind—when we connect you to people and places that matter to you.*

## Our Goal:

Study and analyze the **Customer Journey** to:

- ✓ Minimize Pain Points
- ✓ Maximize Smooth & Reliable Experiences
- ✓ Find Opportunities for Occasional Surprise & Delight

## CX Improvement Process



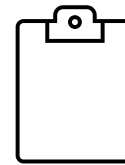
# 2022 CX Survey Methodology



## Overview

- Surveys conducted in Spring, 2022 (March -May).
- Customer Experience Surveys are an essential source of insight into the customer experience and are responsive to Board Motion 38.1 (2018) that requires staff to prepare the annual Customer Experience Plan.
  - Obtain detailed feedback to better understand the customer experience for users of the Metro system.
  - Use insights to prioritize investments that will improve the customer experience.
  - Develop methods that will accurately track trends over time to gauge success.
- Intercept passengers on board bus, train, and Metro Micro modes to get a random sample covering all bus and train lines and weekends and nights as well as weekday am and pm peak times.
- Data is weighted to be representative of 2022 ridership.

## By the Numbers



**63%**  
Response  
Rate



**9**  
Languages  
Offered in  
Addition to  
Spanish and  
English

**12,239**  
Sample Size

**25**  
Service  
Aspects

7,909 Bus

2,931 Rail

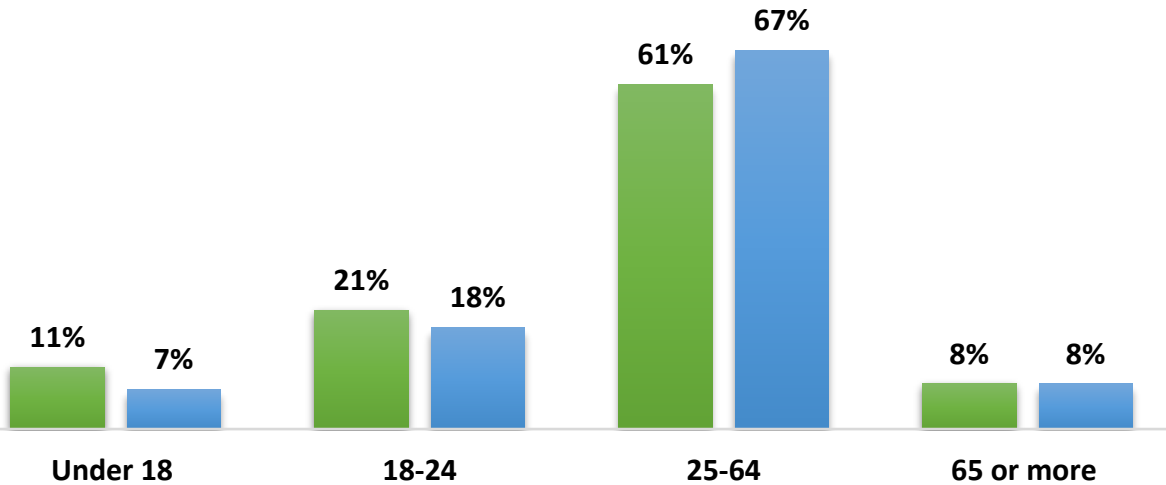
1,399 Micro



# 67% of Riders are Between 25 - 64 Years Old Unchanged from Pre-Pandemic (2019), Latinx/Hispanic is the Largest Ethnic Group (59% of riders)

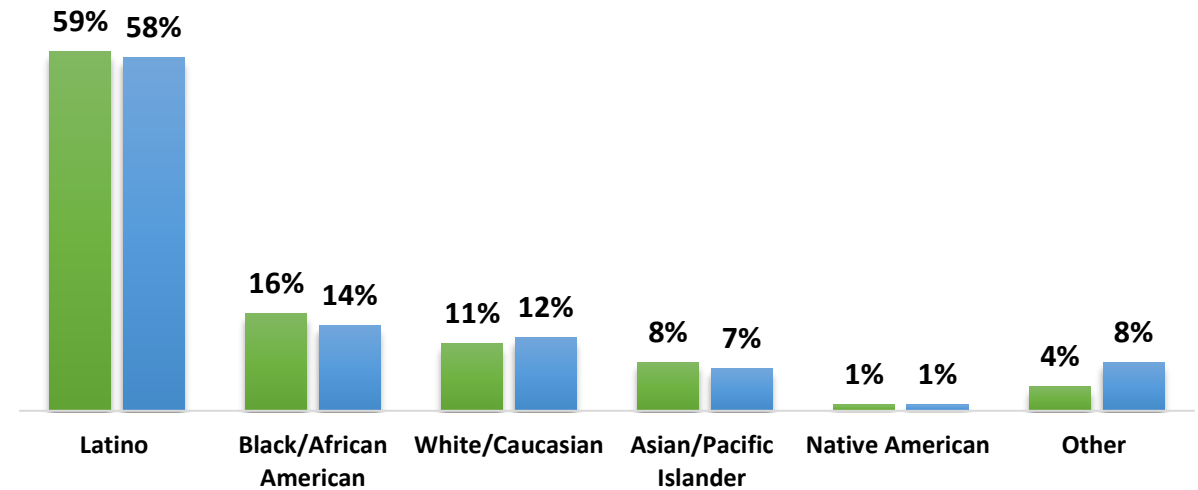
## AGE

■ 2019 ■ 2022



## ETHNICITY

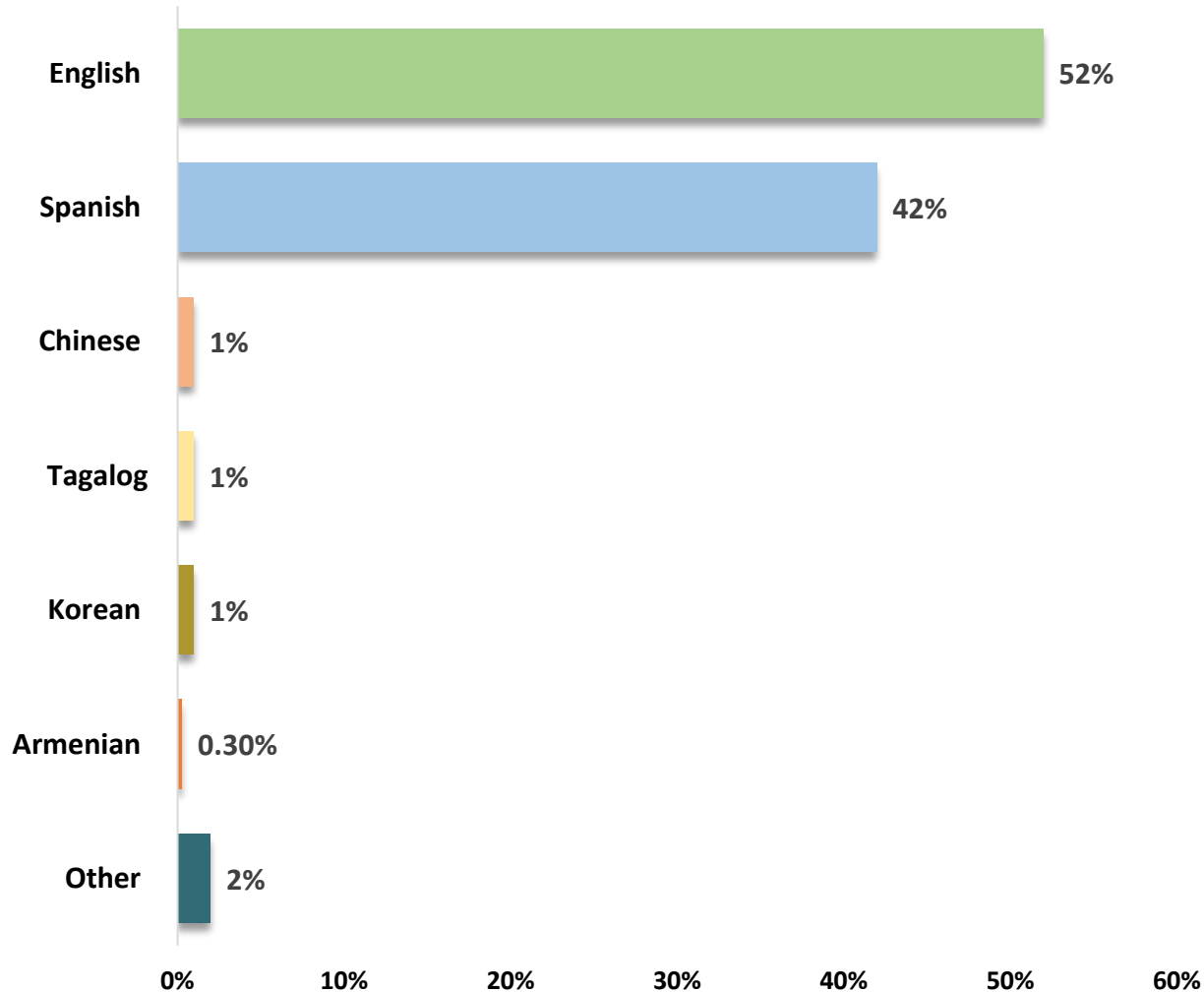
■ 2019 ■ 2022



# English Accounts for 52% as a Language Spoken at Home, and Almost Half (42%) Speak Spanish.

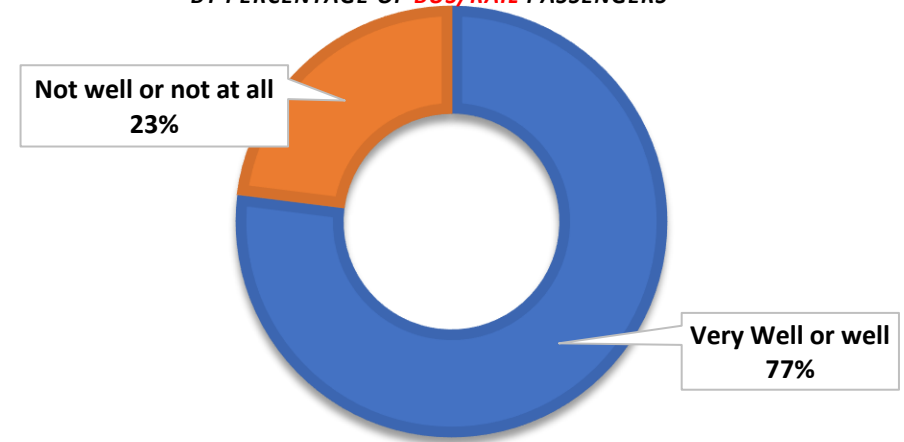
## LANGUAGES SPOKEN AT HOME

BY PERCENTAGE OF **BUS/RAIL** PASSENGERS

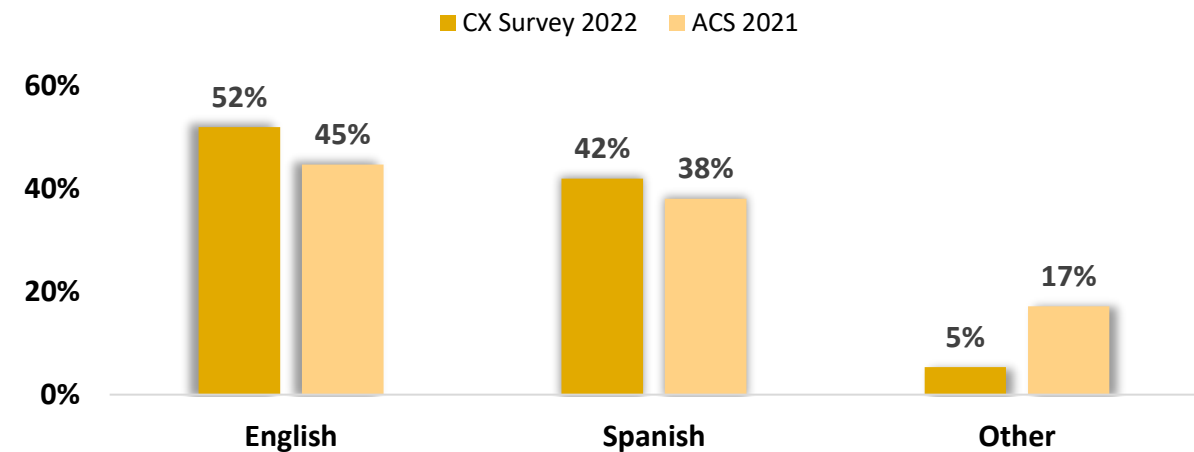


## HOW WELL DO YOU SPEAK ENGLISH?

BY PERCENTAGE OF **BUS/RAIL** PASSENGERS



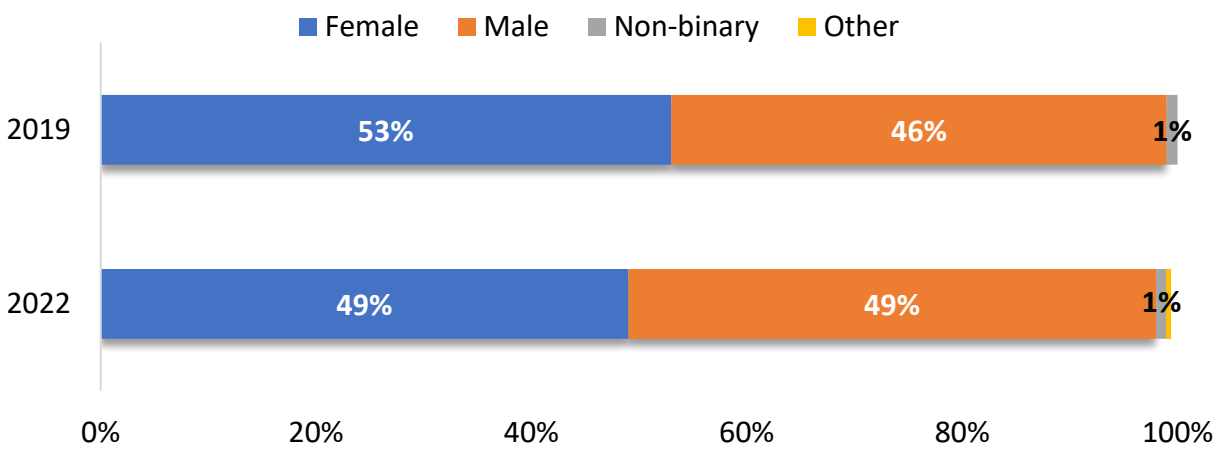
## LANGUAGES - CX Survey vs American Community Survey



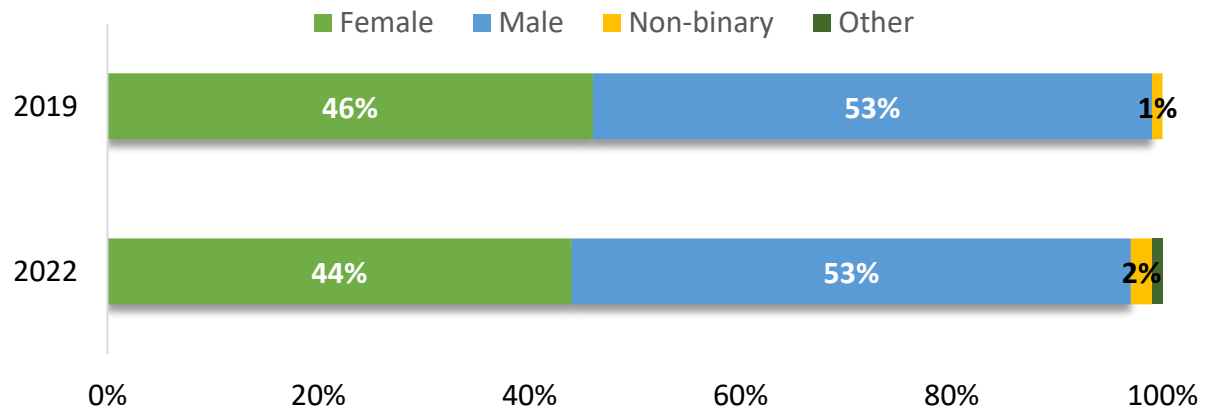
# Slightly More Male-Identifying Riders than Female or Non-Binary, Specifically in Rail Ridership.

## A total of 83% of Riders Make a Household Income Less than \$49,000.

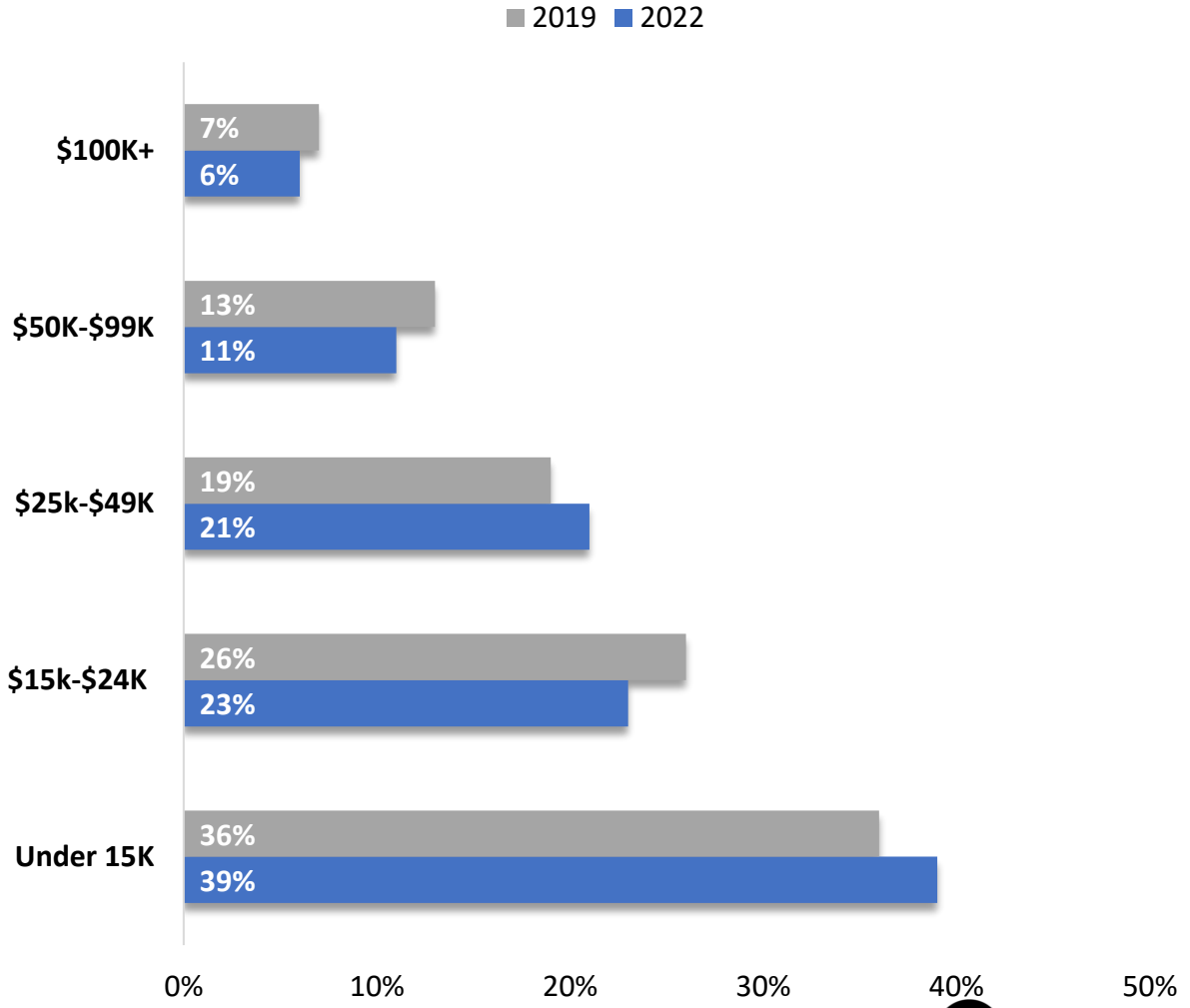
**GENDER IDENTITY**  
BY PERCENTAGE OF **BUS** PASSENGERS



**GENDER IDENTITY**  
BY PERCENTAGE OF **RAIL** PASSENGERS



**HOUSEHOLD'S TOTAL ANNUAL EARNINGS**  
BY PERCENTAGE OF **BUS/RAIL** PASSENGERS

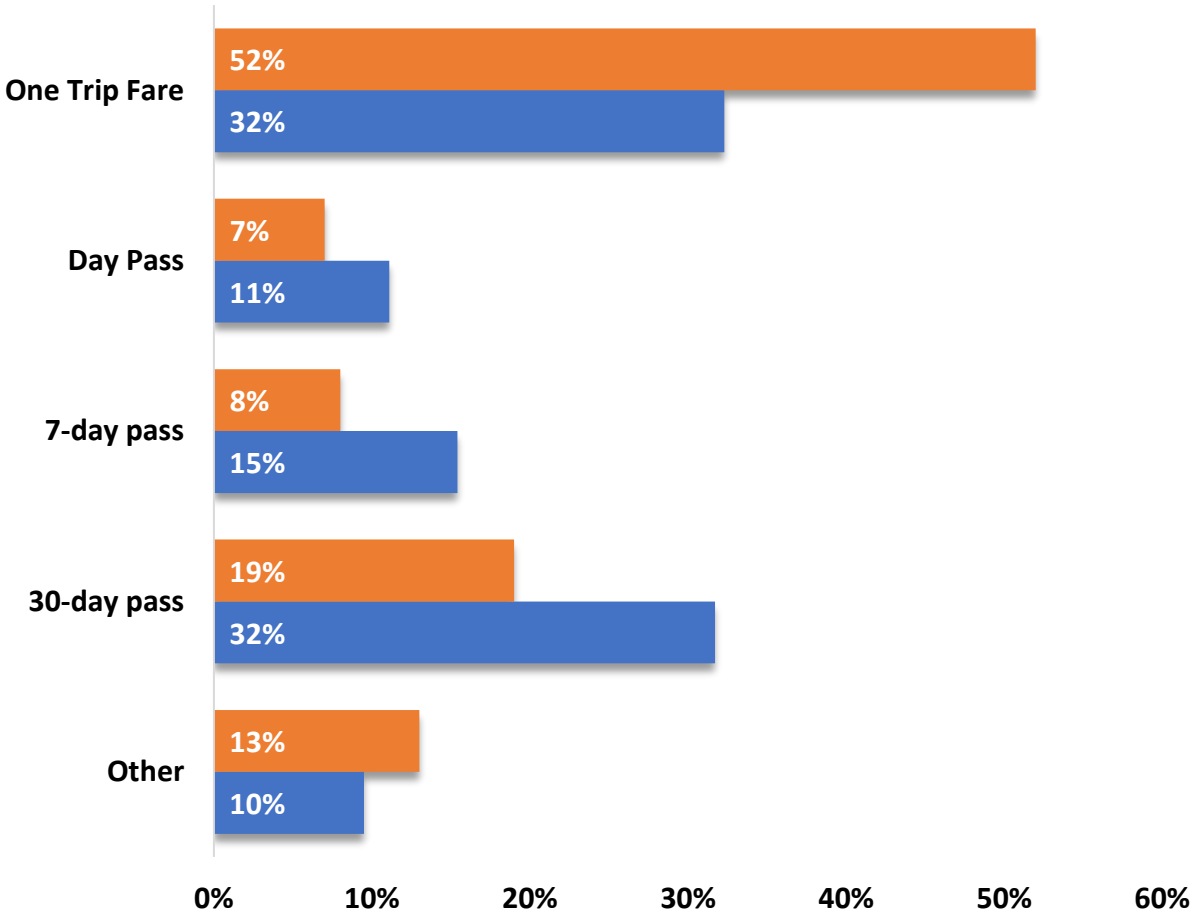


# 32% Reported Paying One Trip Fare, and an Equal Percent (32%) of Riders Reported Paying with a 30-Day Pass.

## TYPE OF FARE

BY PERCENTAGE OF *BUS/RAIL* PASSENGERS  
(EXCLUDING NOT PROVIDED RESPONSES)

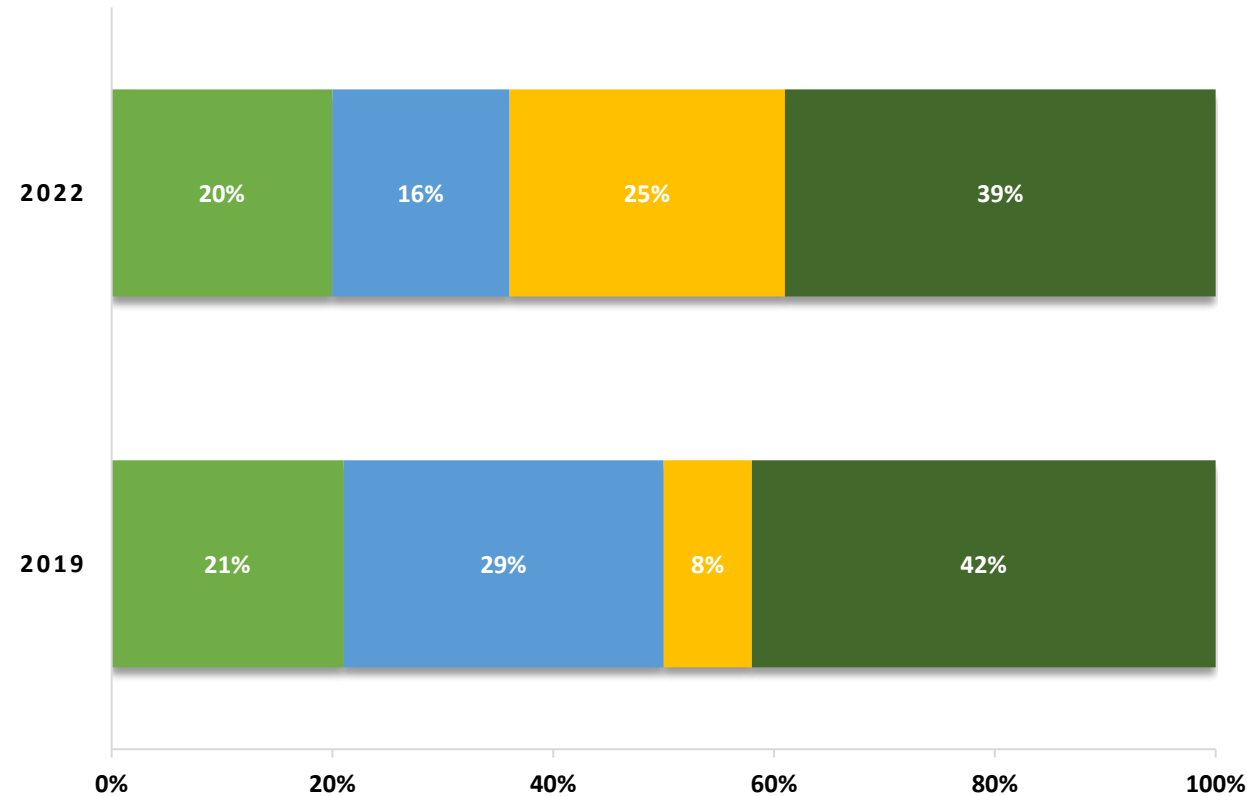
2019 2022



## FARE DISCOUNT TYPE

BY PERCENTAGE OF *BUS/RAIL* PASSENGERS

K-12 College LIFE S/D/M



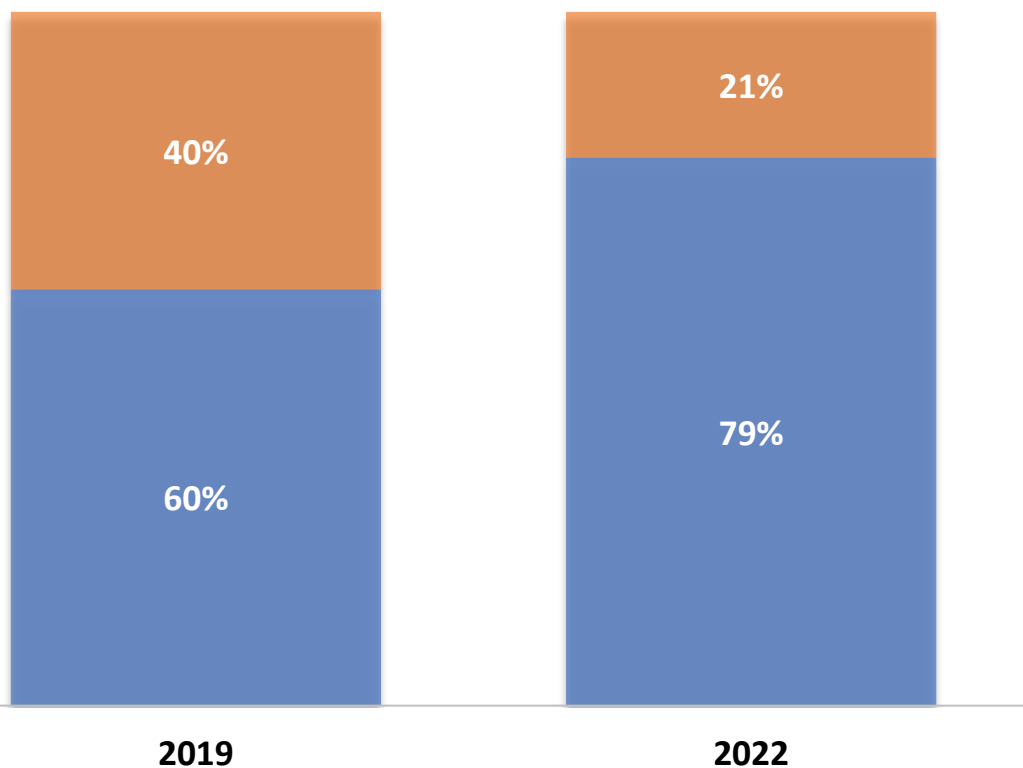
# 79% of Riders Own Smartphones with Available Data.

Relatedly, 73% Pay with TAP, of which 10% use the TAP Smartphone App Since its Launch in September 2020.

## SMARTPHONE

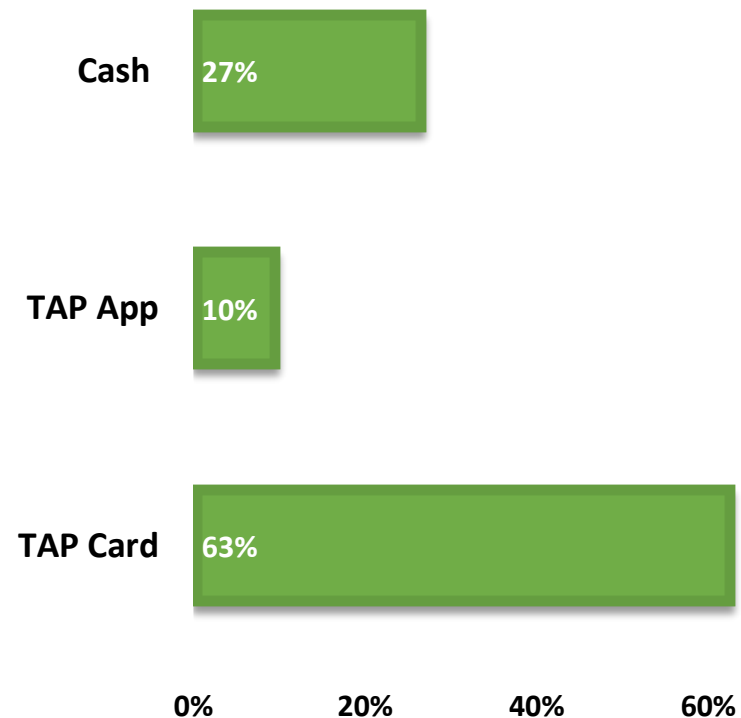
BY PERCENTAGE OF **BUS/RAIL** PASSENGERS

■ Yes ■ No



## FARE PAYMENT

BY PERCENTAGE OF **BUS/RAIL** PASSENGERS



80%



# Although there are Slight Changes from the 2019 Survey, Many Customers Continue to Ride Metro



**78%**

**ride at least 3  
days/week**

**↓ 11%**

(89% reported in 2019  
Systemwide)

Bus 83% (**↓ 9%** - 92% in 2019)  
Rail 68% (**↓ 14%** - 82% in 2019)



**72%**

**have been riding  
for 3 years or  
longer**

**↔ 0%**

(72% reported in 2019  
Systemwide)

Bus 73% (**↓ 2%** - 75% in 2019)  
Rail 69% (**↑ 4%** - 65% in 2019)



**27%**

**have regular  
access to a car**

**↑ 6%**

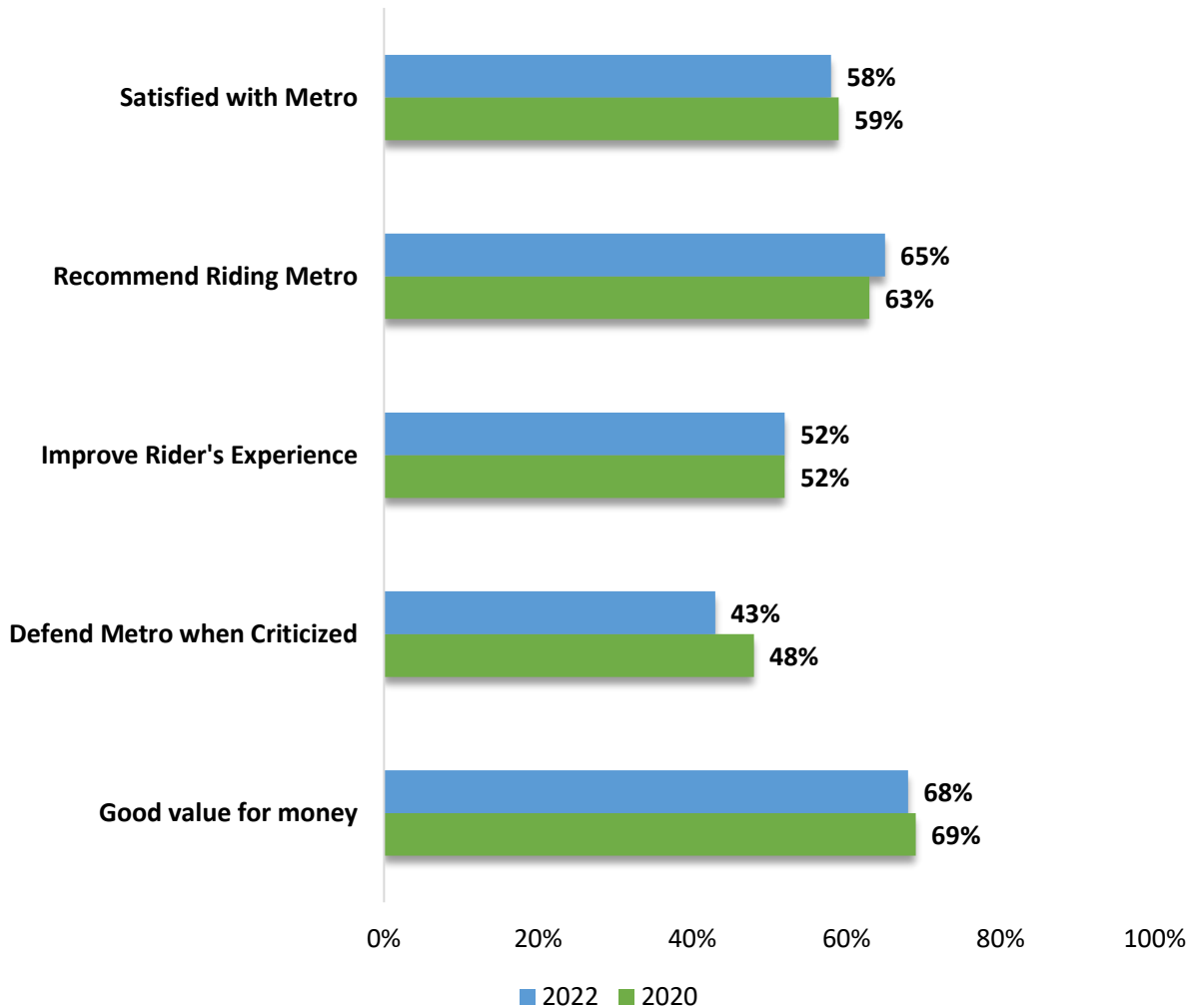
(21% reported in 2019  
Systemwide)

Bus 22% (**↑ 6%** - 16% in 2019)  
Rail 38% (**↑ 4%** - 34% in 2019)

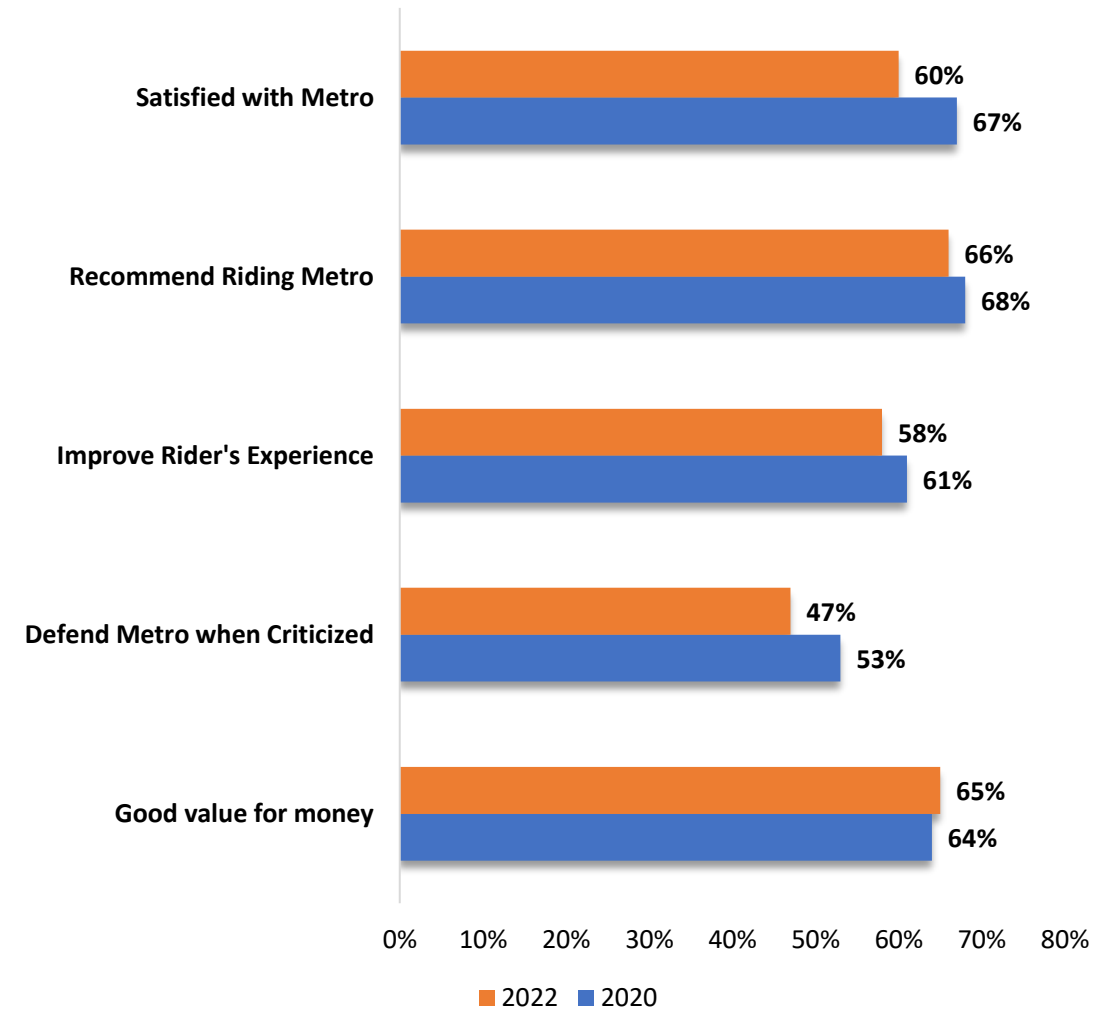


# Overall Perceptions of Metro – 2020 vs 2022

## RAIL



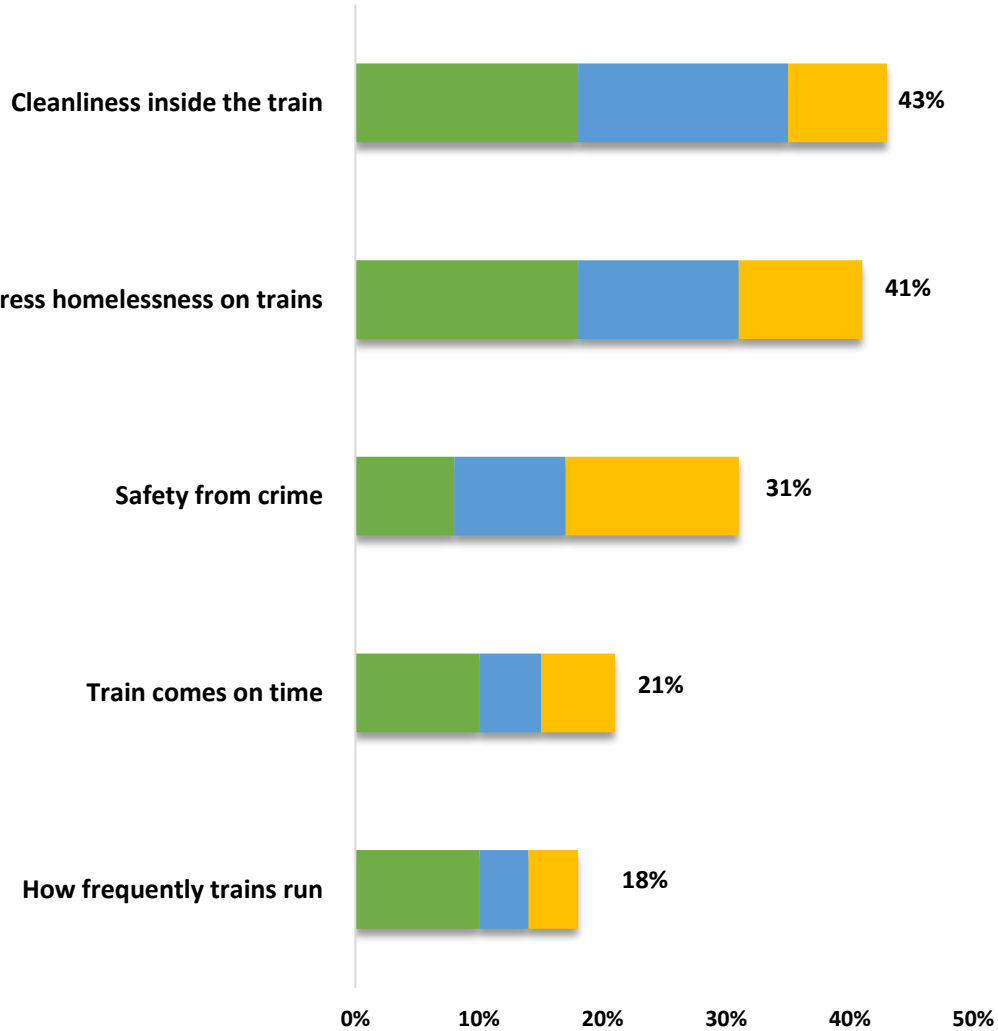
## BUS



# 2022 Top 5 Aspects Customers Want Metro to *Improve*

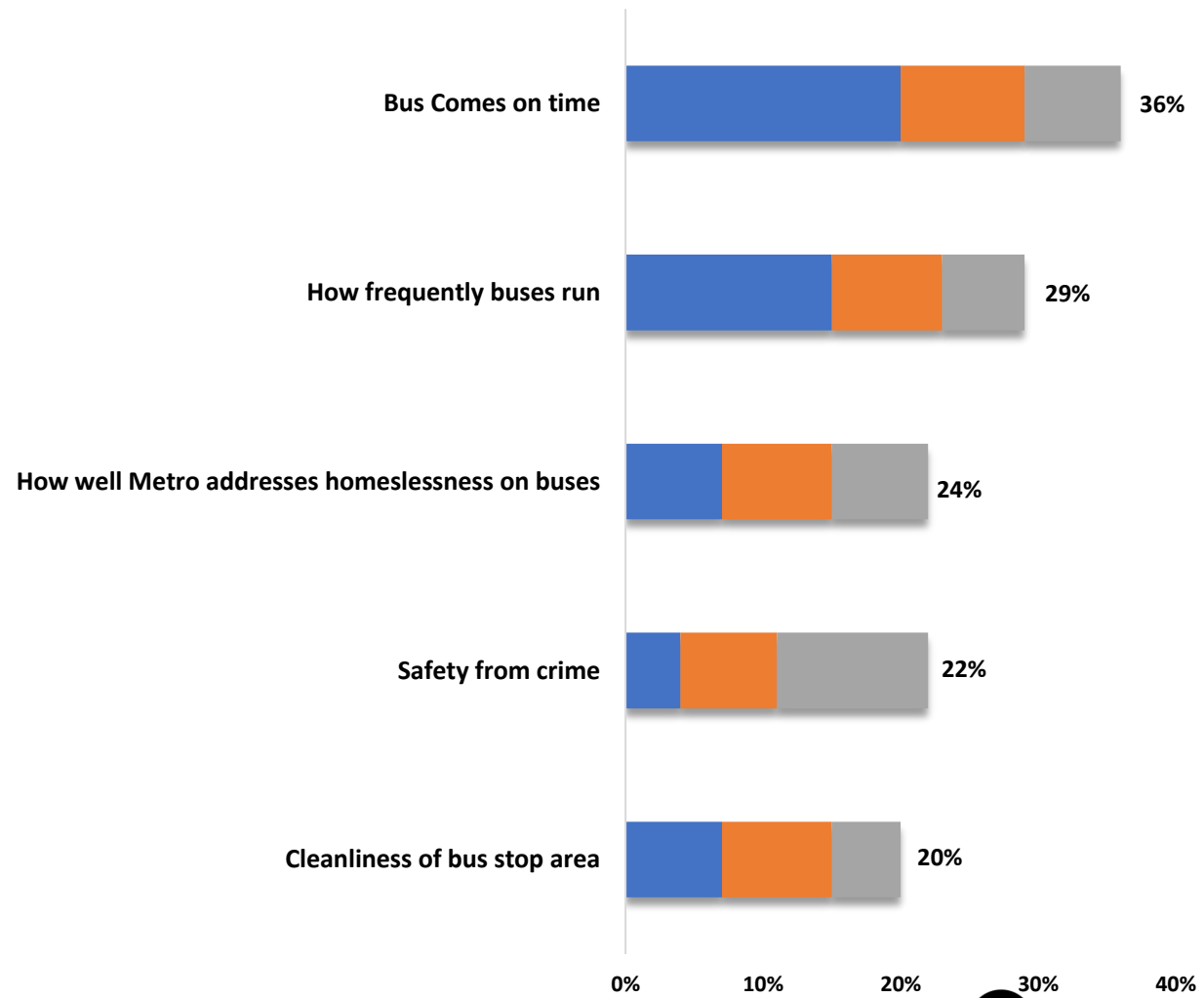
## RAIL

#1 #2 #3



## BUS

#1 #2 #3

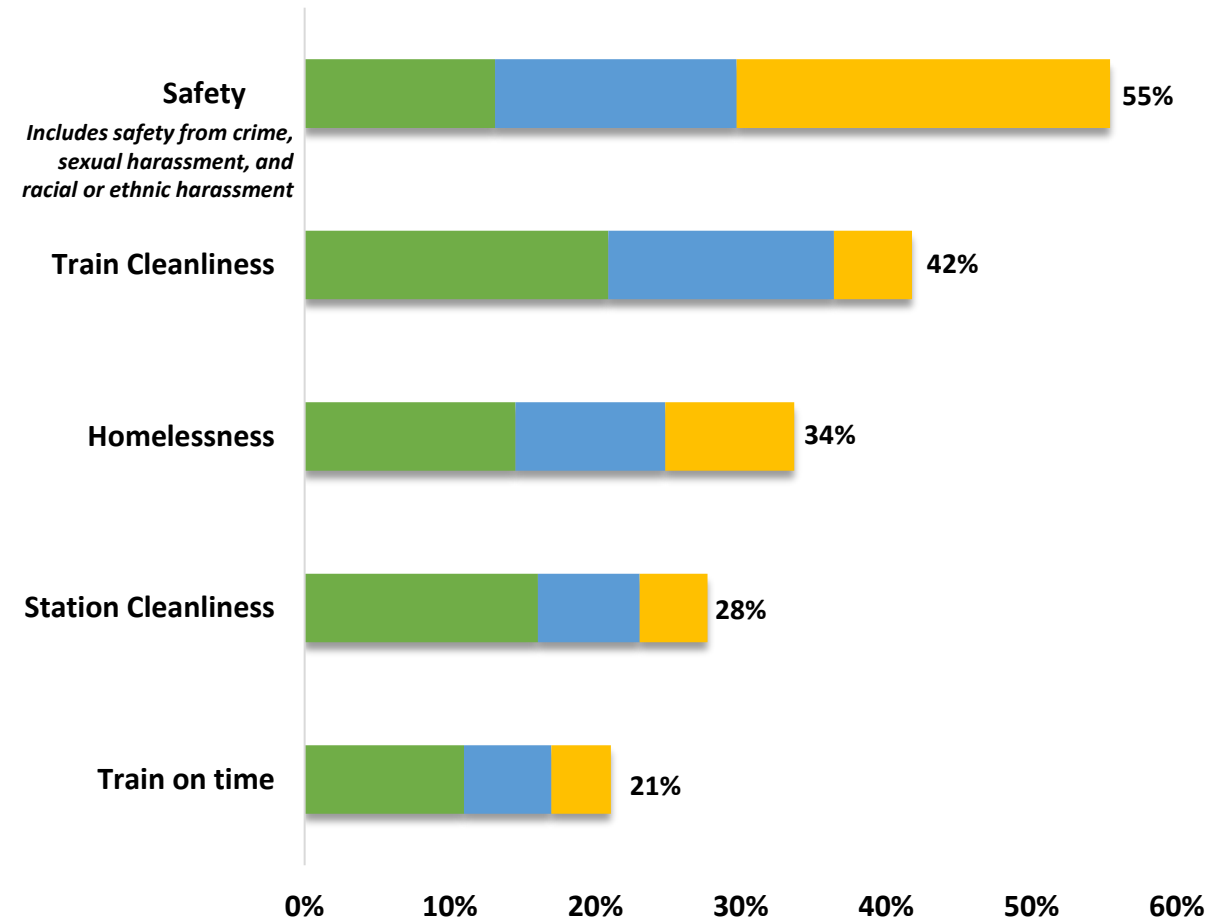


# 2022 Top 5 Aspects Customers Want Metro to *Improve*

## - *Female Bus & Rail*

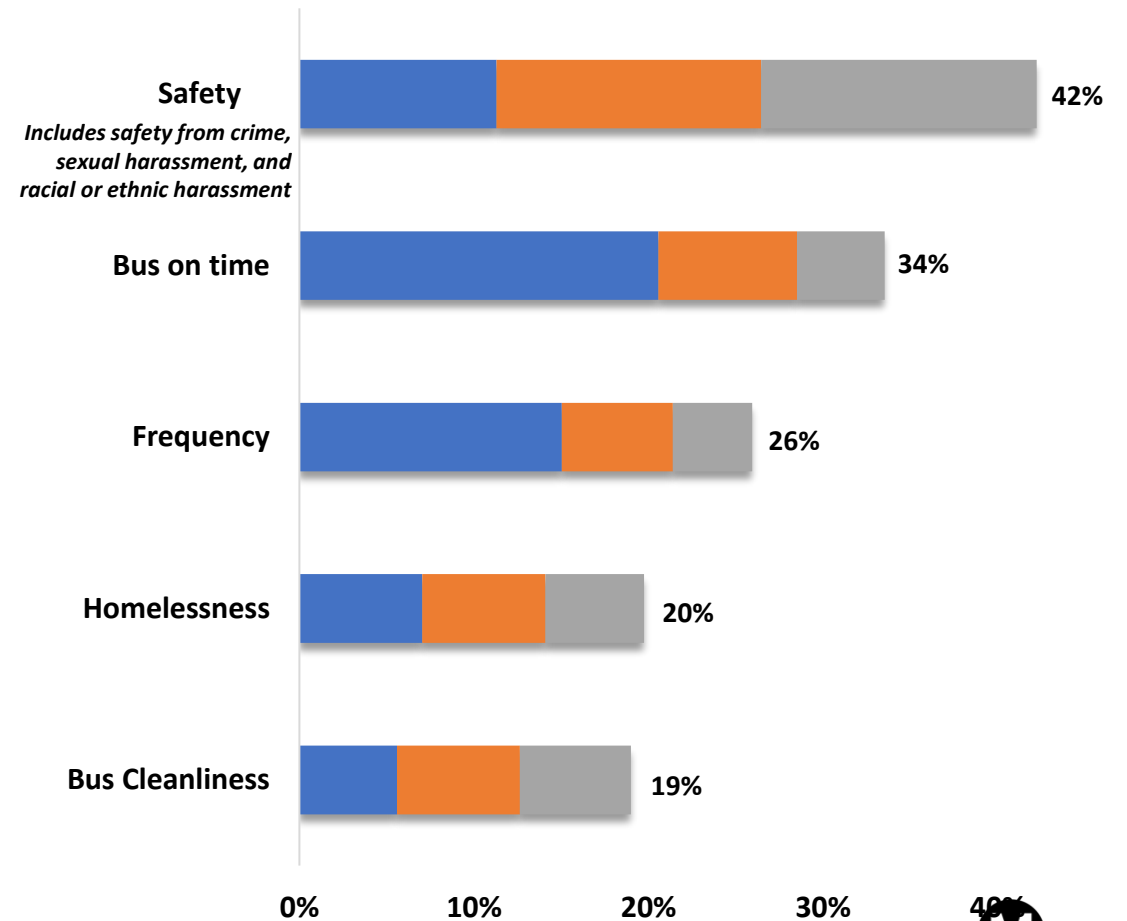
### FEMALE - RAIL

#1 #2 #3



### FEMALE - BUS

#1 #2 #3



# 2022 Customer Experience *Target Issues*

## – Rail, Bus, Micro

### RAIL

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1. How well Metro addresses homelessness on trains
2. Cleanliness inside the train
3. Cleanliness of train station
4. Safety from crime
5. Enforcement of Metro rules

### BUS

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1. Cleanliness inside the bus
2. Bus comes on time
3. Enough room on the bus
4. How frequently buses run
5. Enforcement of Metro rules

### MICRO

---

1. Micro comes on time
2. How quick I was able to get a ride
3. Availability of accurate info to plan my trip
4. How long it takes to get where I am going
5. Availability of accurate real-time info

# 2022 Customer Experience *Target Issues*

## – Rail, Bus *Female*

### RAIL

---

1. Homelessness
2. Cleanliness inside the train
3. Cleanliness of train station
4. Safety from crime
5. Safety for sexual harassment
6. Safety from racial or ethnic harassment

### BUS

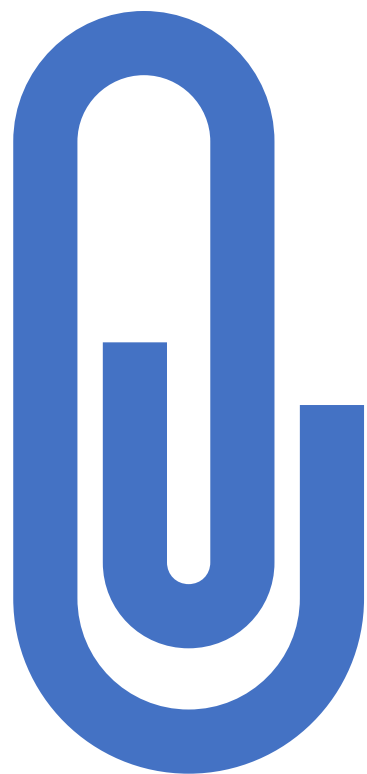
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1. Cleanliness inside the bus
2. Accurate and timely information about delays
3. Bus comes on time

# 2022 Customer Experience Plan Action Items In Progress

CX Plan Area	Action	Measured Impact
<b>Vinyl Seats Transition</b>	The transition from cloth to easier-to-keep-clean vinyl seats has made significant progress. As of August, 49% of buses and 89% of rail cars have been installed with vinyl seats.	100% of all Bus and Rail seats to be updated to vinyl which will be easier to clean and maintain for rider use.
<b>Cleaning Surge (end of line, midday bus, trackway, and escalators)</b>	<ol style="list-style-type: none"> <li>1. Midday bus interior cleaning was expanded to three layover locations, reaching over 1,600 buses in the month of July.</li> <li>2. Trackway debris removal is occurring bi-weekly at seven (7) high priority stations, with other Red/Purple line station trackways being cleaned at least once a month.</li> <li>3. Escalator step cleaning was increased to four times per year effective July 2021 and has been maintained at that frequency.</li> </ol>	Helps address a top concern of riders around cleanliness. These efforts have improved the sense of cleanliness on the system for riders to take advantage of.
<b>Metro Ambassadors Program</b>	The Metro Ambassadors Program achieved two significant milestones. In June, the Board approved the award of \$122 million to enlist two vendors, Strive Well-Being and RMI International, Inc to provide Transit Ambassador program services. In September, Metro developed and directed a comprehensive two-week pre-deployment training on customer service, public safety awareness, de-escalation, trauma informed response, emergency preparedness, and transit operations for the first group of Ambassadors.	Improved customer experience for all Metro riders use while navigating the system.
<b>Accessible Navigation Applications</b>	A comprehensive project scope is being put together by the Office of Civil Rights staff that includes investing in an accessible mobile wayfinding application pilot, tactile markers at bus stops, and tactile guidance at selected light rail stations.	Successful use and application across the system by dependent riders.
<b>Institutionalizing CX</b>	Metro Art Division successfully launched three (3) Metro Art Buses in July. It is an immersive art experience showcasing the We Are...Portraits of Metro Riders by Local Artists exhibition. The buses are distributed across three different divisions and assigned to different routes daily.	Bringing Art awareness to Metro riders that represents our local communities.





## Appendix

# CX Survey Changes – 2020 vs 2022

Given changes in the state of the pandemic and looking for ways to improve upon the first CX Survey, the following changes were made to the 2022 CX Survey:

<b>Characteristic</b>	<b>2020</b>	<b>2022</b>
<b>Format</b>	Online	In-Person
<b>Service Aspects</b>	40	25
<b>Modes</b>	Bus, Rail	Bus, Rail, Micro
<b>Rating Scale</b>	1 – 10	1 – 5
<b>Sample Size</b>	1,287	12,239

These changes between the 2020 and 2022 survey may impact the ability to compare results.





## Board Report

File #: 2022-0497, File Type: Informational Report

Agenda Number:

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 20, 2022

**SUBJECT: RE-IMAGINING PUBLIC SAFETY**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE the status report on Re-Imagining Public Safety Framework Initiatives.

#### **ISSUE**

Since 2020, the Metro Board has called on staff, through various directives, to give significant attention to transforming and re-imagining Metro's public safety programs and initiatives. Shaped by feedback from the Public Safety Advisory Committee (PSAC), Metro employees, and the public, Metro is better aligning resources to the needs of the public through intentional and equity-driven public safety initiatives. This report provides a status update on Motion 26.2 initiatives (Attachment A). The Program Initiative Fact Sheets (Attachment B) summarize each effort and their status. The fact sheets also highlight where the initiative fits within the Board-approved Public Safety Values, the projected launch dates, and program elements.

#### **BACKGROUND**

At its June 2020 meeting, the Board directed staff to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

Creating a new public safety model takes time, including identifying funding and staffing new initiatives. At its March 25, 2021, meeting, the Board authorized funding for specific efforts to include at least \$40 million for initiatives consistent with the Equity Platform and the Customer Experience Plan. At its December 2, 2021 meeting, the Board adopted the following community-based Public Safety Mission and Value Statements that the PSAC developed:

Mission: Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified, and human experience.

Value Statements:

- Implementing a Human-Centered Approach
- Emphasizing Compassion and a Culture of Care
- Recognizing Diversity
- Acknowledging Context
- Committing to Openness and Accountability

In February 2022, the Board was presented with several initiatives to support the implementation of the re-imagining public safety framework and are grounded in a customer-focused approach to public safety. These initiatives are in various stages of implementation, with some completed and others in the process.

## **DISCUSSION**

As discussed at the February 2022 Board Meeting, the initiatives support the overarching public safety framework that ties the efforts into a collaborative and consolidated approach to public safety that supports the re-imagining effort and the Board's value statements.

The initiatives fit into the six major focus areas of the public safety framework.

- Deployment Resources
- Training and Procedures
- Security Tools and Technology
- Data Outcomes and Transparency
- Security Design including Crime Prevention through Environmental Design (CPTED)
- Communications and Public Education

The initiatives are described in Program Initiative Fact Sheets (Attachment B), which have been updated to explain the current progress of the projects. In addition, the Program Fact Sheets continue to identify how the specific initiative fits with the public safety mission and values statements. Please see the Program Initiatives Progress Synopsis (Attachment C) for an overview.

The following initiatives of the original fact sheet group have been eliminated due to their completion, implementation, or removal:

- Deployment Resources
  - Homeless Riders Short-Term Shelter: Completed
  - Law Enforcement Commuter Engagement Teams: Implemented; ongoing.
  - Bus Security Dispatch: Removed due to ineffective utilization of funds. Other options are being pursued to include having an assigned LAPD dispatch number for BOC personnel.
- Training and Procedures
  - Implicit Bias Training for Transit Security: Implemented; ongoing.
  - Modernize the Code of Conduct: Underway and will be presented to the Board separately in Fall 2022.

- 
- Communications and Public Education
    - Public Safety Awareness Campaign: Presented separately as an oral report [Marketing Update - Restoring Confidence in the System] during the September 2022 board cycle.

In addition to the progress identified in the fact sheets, the following public safety initiatives have had significant progress in the last six months:

*Fare Compliance Mystery Rider Program*

Metro established the Fare Compliance Mystery Rider Program in December of 2021. The Program verifies that Metro employees are conducting fare enforcement activity in a non-discriminatory manner and that Metro's law enforcement partners are not conducting fare enforcement. Mystery Riders are diverse in gender and racial/ethnic background. To date, Mystery Riders have made over 20,000 observations with no patterns of discriminatory enforcement being noted, and no observed LAPD or Sheriff participation in fare enforcement. A written report of demographic data and outcomes will be prepared at the end of the year.

*Respect the Ride*

The Respect the Ride initiative began on April 4<sup>th</sup> at the 7<sup>th</sup> and Metro station. The mission is to use a multi-layered and comprehensive approach to increase safety and enhance the customer experience on the Metro system. PATH homeless outreach, custodians, transportation supervisors, facilities, Street Teams, Blue Shirts, Transit Security Officers, law enforcement, and TAP fare personnel work collaboratively to accomplish this goal. Since its launch, the Respect the Ride campaign has expanded to the following stations: Pershing Square Station, Union Station, North Hollywood Station, Universal City Station, MacArthur Park Station, and Hollywood/Highland Station.

The following table illustrates the impact Respect the Ride had on crime. From February 2022 to July 2022, Metro experienced a 10.44% systemwide decrease in violent crimes and a 1.35% decrease in non-violent crimes. Overall, Metro experienced a 5.73% systemwide decrease in crime from February 2022 to July 2022. We will continue to monitor the impact of Respect the Ride on our system.

Crimes	February 2022 - April 2022	May 2022 - July 2022	% Change
Part 1			
Agg Assault	120	113	-5.83%
Agg Assault on Op	11	8	-27.27%
Arson	3	0	-100.00%
Bike Theft	16	12	-25.00%
Burglary	4	3	-25.00%
Homicide	0	1	100%
Larceny	161	137	-14.91%
Motor Vehicle Theft	6	2	-66.67%
Rape	5	3	-40.00%
Robbery	86	90	4.65%
<b>Total Part 1</b>	<b>412</b>	<b>369</b>	<b>-10.44%</b>
Part 2			
Battery	230	208	-9.57%
Battery on Operator	33	32	-3.03%
Narcotics	21	49	133.33%
Sex Offenses	26	32	23.08%
Trespassing	32	24	-25.00%
Vandalism	95	78	-17.89%
Weapons	6	14	133.33%
<b>Total Part 2</b>	<b>443</b>	<b>437</b>	<b>-1.35%</b>
<b>Total</b>	<b>855</b>	<b>806</b>	<b>-5.73%</b>

### Ambassadors

Metro has launched the agency's Metro Ambassador program as a three-to-five-year pilot program. Metro Ambassadors play an integral role within Metro's reimagined public safety network. Metro Ambassadors:

- **Support:** Metro's public safety eco-system by serving as a uniformed, welcoming, helpful presence for customers and employees
- **Connect:** riders to resources, assist patrons with mobility challenges, and provide resources to unhoused riders
- **Report:** issues directly to the appropriate Metro parties and responders to address issues as they arise to promote safety for all riders and employees

The current 55 Metro Ambassadors are deployed to seven stations along the newly opened K Line until October 29th, then their deployment will expand to include deployment on buses in addition to other rail lines. We have had five (5) ambassadors leave the program due to several issues including personal issues, non-compliance of program guidelines, work has been too physically demanding, ineligibility and failing to report to work.

The first cohort of Metro Ambassadors completed 80 hours of training in areas including customer experience, de-escalation, public safety, rail safety and more - and graduated on September 23. They were initially deployed along the B (Red) line and at LA Union Station starting the week of September 26. As of Friday, October 7 the Metro Ambassadors are deployed along the K Line to ensure those riding the line for the first time have a great experience and can learn how to navigate the Metro

system.

Since the beginning of their initial deployment, September 26, 2022, the Metro Ambassadors have assisted in saving three lives on our rail system, reunited an immigrant family of six and helped countless of customers: providing information, support and comfort to those riding our bus and rail system.

The second cohort of Metro Ambassadors consist of 60 trainees. The two-week training covers various topics which will equip the Ambassadors with the valuable skills required to ensure our customers and employees experience the best customer service. Training workshops include: Customer Experience, Rail Safety, ADA/ Disability Awareness, Trauma-Informed, Mental Health Awareness, De-escalation, Hate Crime Reporting (Stop HATE/LA County training program), De-escalation and field-based experience to name a few. Once the Ambassadors complete training, trained, they will be deployed for two weeks at the Union Station campus, 7th & Metro Station and Caesar Chavez Bus Plaza. There, they will be exposed to variety of transportation services, customers and law enforcement support.

The Metro Ambassadors have been well-received by customers who note how friendly and helpful they are. The Metro Ambassadors are using the Transit Watch app to report maintenance and cleaning issues. And in their first week alone they used their training and skills to save three lives on the system by spotting the issue and calling for help while at the same time beginning CPR.

As more Metro Ambassadors are deployed throughout October, November and December, the program will expand its operations to key rail stations and bus routes around the system. Staff is reviewing ridership data, customer feedback, employee feedback, security information, homeless outreach data, and analyzing equity impacts, to determine the first phase of the program rollout.

#### *Infrastructure Protection Services RFP*

On September 20, 2022, staff issued a solicitation for a new infrastructure protection services with a current bid due date of November 7, 2022. In collaboration with PSAC staff developed a new scope of service, inclusive of revised uniforms with a Metro logo, enhanced training to better support riders, exclude guards that have been previously terminated by law enforcement agencies, and a minimum 25% of unarmed personnel to be assigned to the contract upon award.

#### *Law Enforcement Services RFP*

On April 29, 2022, staff issued a solicitation for new transit law enforcement services with a revised bid due date of October 10, 2022. To help reimagine public safety on Metro's system, staff developed the new scope of service in concurrence with/in part with PSAC recommendations, to effectively and efficiently meet Metro's changing safety and security requirements and to better address ridership safety and security concerns. The scope of service also included the flexibility for Metro to request, at any time, in whole or in part, the adjustment (reduce and increase) of resources as Metro approaches and implements new public safety programs.

#### *Place-Based Implementation Strategy*

As outlined in motion 25.1, staff was to develop a place-based implementation strategy that identified station locations that are good candidates for piloting a reimagined public safety approach. On Friday, September 9, 2022, from 2:00 p.m. to 6:00 p.m., Alliance for Community Transit (ACT-LA)

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held an activation event at Metro's Compton A (Blue) Line Station. The event was co-hosted by Metro, the City of Compton, and Director Mitchell. Also in attendance were Director Dupont-Walker and Director Dutra. The event included street vendors, ambassadors, wayfinding, an information kiosk, musicians, portable restrooms, and restroom attendants. The activation included non-law enforcement alternatives such as unarmed Transit Security Officers, Blue Shirt teams, Crisis Intervention Specialists, Homeless Outreach Staff, and custodians. The event activated an increased presence of community engagement, and we appreciate the collaboration of all internal and external partners involved in this effort.

## **EQUITY PLATFORM**

Metro's public safety ecosystem includes substantial investment in security and law enforcement programs. To complement these initiatives, a greater investment was made towards alternatives to policing, as outlined in motion 26.2. Through these efforts, Metro's goal is to create a safer system for riders and employees while acknowledging that "feeling safe" varies by individual and group of people.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goal # 2,1. Deliver outstanding trip experience for all users of the transportation system; Metro Commitment to Security.

## **NEXT STEPS**

Metro will continue to implement the reimagining public safety initiatives that embrace the mission and values of Metro, incorporates the identified and funded initiatives, and provides additional efforts to strengthen a customer-focused approach to public safety.

## **ATTACHMENTS**

Attachment A - Board Motion 26.2

Attachment B - Program Initiative Fact Sheets

Attachment C - Program Initiatives Progress Synopsis

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# Metro

## Board Report

Los Angeles County  
Metropolitan Transportation  
Authority  
One Gateway Plaza  
3rd Floor Board Room  
Los Angeles, CA

**File #:** 2021-0190, **File Type:** Motion / Motion Response

**Agenda Number:**

### REGULAR BOARD MEETING MARCH 25, 2021

#### Motion by:

**DIRECTORS BONIN, GARCETTI, MITCHELL, HAHN, DUPONT-WALKER, AND SOLIS**

Related to Item 26: Transit Law Enforcement Services

#### Investment in Alternatives to Policing

In June 2020, the Board voted to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract. Metro has now established a Public Safety Advisory Committee (PSAC) to formalize this partnership. PSAC will create a space where community leaders work in partnership with Metro staff, including bus and rail operators, on the future of public safety on the Metro system.

Last month, a proposal to increase Metro's law enforcement contract by \$111 million sparked further attention to Metro's considerable spending on policing and the relative lack of investment in alternative public safety strategies. Last month's recommendation provided at least a year for PSAC to develop and finalize its recommendations. The current proposal would greatly accelerate the pace of work for the newly formed PSAC, with recommendations now due by the end of the year in order to begin implementation by January 2022.

Standing up a new model of public safety will take time, including identifying funding and beginning to staff up new initiatives. To jump-start this acceleration, the Board should proactively set aside resources now in support of PSAC's work. These early actions are consistent with and build on Metro's Customer Experience Plan and the *Understanding How Women Travel Study*. Acting now will allow Metro to build capacity for alternative approaches while ensuring a smoother transition in the future.

**SUBJECT: INVESTMENT IN ALTERNATIVES TO POLICING**



**RECOMMENDATION**

WE, THEREFORE, MOVE that the Board direct the Chief Executive Officer to:

A. Include in the FY22 budget at least \$40 million for the following initiatives, consistent with the Equity Platform and the Customer Experience Plan:

1. Public Safety:

- a. \$20 million for a transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the S.F. BART program.
- b. \$1 million for elevator attendants at stations.
- c. \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations.
- d. \$5 million for Call Point Security Project Blue light boxes recommended by Women and Girls Governing Council to improve security on the BRT and rail system.
- e. Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors.
- f. \$3 million for pilot safety strategies on board buses to be recommended by PSAC.

2. Homelessness:

- a. \$2 million for short term shelter for homeless riders.
- b. \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services.
- c. \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness.
- d. \$3 million for pilot homelessness strategies to be recommended by PSAC.

B. Establish a target to ensure the participation of LA County-based organizations and

enterprises in the above initiatives.

- C. Consult with PSAC on the program design and implementation of all of the above initiatives.
  
- D. Direct the OIG to audit the law enforcement services contracts and report their findings to the PSAC and the Board.

## #1

**Initiative: Security (Blue Light) Call Boxes – “Call Point”****Public Safety Value:** Acknowledging Context**Project Description:**

**Purpose:** The Call Point unit is intended to replace existing telephone and intercom units, providing riders with more reliable communication, and improving public safety on Metro. The Call Point Units will have:

- A blue light for greater visibility from all areas of the platform and mezzanine.
- Information and emergency buttons to allow calls for information to the Rail Operations Control (ROC) and calls for emergency assistance to be routed to Security Operations Center (SOC).
- Integrated CCTV camera.

The initiative will be conducted in two phases:

The Phase 1 Pilot project will include a contract to design and install a total of 6 Call Point units, and 3 Call Point units at two rail stations. 7<sup>th</sup>/Metro Station (B/D/A/E Lines) and Willowbrook-Rosa Parks Station (A/C Lines) were selected for Phase 1 based on crime statistics, ridership, and ambient noise conditions.

Phase 2 is the systemwide deployment at each station and involves the installation of approximately 1,100 Call Point Units.

**Background:** Metro’s Women and Girls Governing Council identified a need for ‘blue-light call boxes’ on all of Metro’s platforms to provide a more visible and direct line to emergency and customer services. The initiative is supported by the “Understanding How Women Travel” Study (2019).

**Anticipated Impact or Outcome:** The units will provide greater visibility, improved information, and emergency communication capabilities within public areas of the stations.

**Project Budget and Resources:** Phase 1 - Pilot: \$1.55M - includes proof of concept and customer experience survey. Expenditure to date: \$550,000.  
Capital Project No. 212128 (new). FY23 Budget is \$2,000,000 (currently in placeholder project 0001018)  
Phase 2-Systemwide Rollout: Cost estimate to be determined after Phase 1.

**Timeline:**

Phase 1- Pilot: 7/2021 – 12/2023 (design, installation, testing); 1/2024 – 6/2024 (Customer Experience Survey).  
Phase 2- Full Roll-Out: Will be determined after Phase 1.

**Evaluation Criteria:** Positive Customer Experience (Survey), Quantity of Use (based on past use).

**Area of impact:**

Riders and employees

**Project Status:**

Phase 1 Pilot: Scope of work, drawings, specifications, and cost estimate completed March 2022. Solicitation advertised, pre-proposal call, and site walk through completed. Stations selected.

**Lead Department:**

Infrastructure Maintenance & Engineering

## #2

**Initiative: Right of Way Intrusion Prevention****Public Safety Value:** Acknowledging Context**Project Description:**

**Purpose:** To initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge door (PED) systems. Items to include in the study are modifications to the train control system for precision stopping and Metro fleet for simultaneous opening of the rail car doors and the PEDs.

**Background:** Motion 26.2 requested a study to prevent intrusion onto Metro rail rights-of-way at Station platforms. The study included subway platform edge doors but is not limited to PEDs.

A review of PED systems for LA Metro was completed in 2012 and updated in February 2022 and both concluded that the ridership and operational requirements of the system would not justify the significant investment in such a system.

Metro currently has gates at the ends of all platforms to access the emergency walkways. These gates are equipped with an audible alarm and a strobe light. The emergency gate alarms feedback to the ROC, where a controller must acknowledge the alarm and therefore can pull the camera live feed and alert the inbound Operators.

**Related Capital Project:**

A Track and Tunnel Intrusion Detection System project (Capital Project No. 212123) will install a detection system using LIDAR technology to cover mainly the tunnel sections from Union Station through Wilshire/Western Station (8 stations). The notice of award was issued to the Contractor, (LK Comstock) on June 9, 2022, and the kickoff meeting was conducted on July 11th, 2022.

**Anticipated Impact or Outcome:** Feasibility of intrusion prevention system to reduce track intrusions.

**Project Budget and Resources:** The related project capital budget is \$10.8M. Expenditure to date is \$483,800. The FY23 budget is \$8,255,200.

**Timeline:** Scheduled completion date for the capital project is April 2023. The contract was awarded to L.K. Comstock National Transit LLC on 6/9/2022 and the Notice to Proceed was issued on 7/18/2022. Construction activities such as site survey work, network switches installation, mounting TTID sensing devices, installation of electrical conduits for power and communication, and system testing will occur before 2023. The work is to be completed 270 calendar days (approximately 9 months) from the Notice to Proceed date.

**Evaluation:** Reduction of track intrusions.

**Area of impact:**

Riders and employees

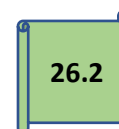
**Project Status:**

Completed a review of platform edge doors. Track and tunnel intrusion detection contractor selected.

**Lead Department:**

Infrastructure Maintenance & Engineering

## #3

**Initiative: Transit Ambassador Program****Value:** Human-Centered, Compassion & Care, Diversity**Project Description:**

**Purpose:** Develop a pilot ambassador program to provide customer service, friendly, knowledgeable presence on the system with contracted staff who are trained in public safety awareness and response.

The negotiation with Strive Well Being includes hiring up to 55 staff (ambassadors, supervisors, and management team) to provide coverage on the rail system. They will provide service on board trains (riding teams), at rail stations, and monitor elevators. The negotiations with RMI International includes hiring up to 245 staff (ambassadors, supervisors, and management team) to provide coverage on the bus and rail system. They will provide service at key bus stops, zones, rail stations, onboard buses, and trains. Staff anticipates that Metro will have fully executed contracts by August 31, 2022. The Vendor/Contract Management team negotiated provisional contracts in July 2022, so that the teams could begin staffing up for the new program, providing ample lead time to recruit and train ambassador program staff.

The first cohort of Metro Ambassadors completed 80 hours of training in areas including customer experience, de-escalation, public safety, rail safety and more – and graduated on September 23. They were initially deployed along the B (Red) line and at LA Union Station starting the week of September 26. As of Friday, October 7 the Metro Ambassadors are deployed along the K Line in order to ensure those riding the line for the first time have a great experience and can learn how to navigate the Metro system.

The Metro Ambassadors have been well-received by customers who note how friendly and helpful they are. The Metro Ambassadors are using the Transit Watch app to report maintenance and cleaning issues. And in their first week alone they used their training and skills to save three lives on the system by spotting the issue and calling for help while at the same time beginning CPR.

As more Metro Ambassadors are deployed throughout October, November and December, the program will expand its operations to key rail stations and bus routes around the system. Staff is reviewing ridership data, customer feedback, employee feedback, security information, homeless outreach data, and analyzing equity impacts, to determine the first phase of the program rollout.

**Background:** Metro has committed to improving the overall customer experience on the transit system – and one way to enhance public safety is to provide a more visible presence of helpful and aware ambassadors that customers can rely on the added layer of uniformed personnel to observe and report incidents on the system. In June 2022, the Metro Board of Directors authorized the CEO to negotiate and enter into contracts with two vendors, Strive Well Being, Inc. and RMI International, Inc for the Ambassador Program Services. Staff will

**Area of impact:**

Riders and employees

**Progress to date:**

56 Metro Ambassadors have been trained and are currently on the system. The next group of 60 Ambassadors began training on October 10th and graduates will be deployed on the system approximately on October 24th.

**Lead Department:**

Customer Experience

develop the program, provide training to the new ambassadors, and plan to launch the program along various high-need rail and bus corridors, including rail stations and bus stations and zones in October 2022.

**Anticipated Impact or Outcome:** Improved customer experience and visible presence.

**Project Budget and Resources:** \$40 million available in year 1. Staff is proposing to conduct a 3–5-year pilot program, not to exceed a total value of \$122 million. Metro Board has allocated \$20 million per year to support the program.

**Timeline:** Contract execution: 9/8/22.

First group of ambassadors deployed starting on the K Line: October 2022.

Second group of Ambassadors will be deployed starting October 24.

Goal is to have the full 300 Ambassadors and Supervisors on the system by January 1, 2023.

**Evaluation Criteria:** Customer and employee feedback via regular surveys, improved perception of safety.

## #4

**Initiative: Bus Strategies: Operator Security****Public Safety Value:** Diversity, Compassion & Care**Project Description:**

**Purpose:** Bus operator safety is a prime concern of Metro. Staff is in discussions with bus operations to identify initiatives. The following concepts are being implemented and could lead to further pilots and evaluation activities based on operator input and incident data:

- Law enforcement partners and SSLE Community Liaison are meeting weekly with bus operators to build relationships, discuss safety strategies, de-escalation techniques, and reporting processes.
- Weekly newsletter to be distributed via email and at Divisions to address safety and security tips, wellness, emergency preparedness, and other relative topics.
- Collaboration with Operations to collect and evaluate feedback from operators to better understand needs.
- Pilot began in July 2022 to place law enforcement teams on specific buses (lines: 207,45,720/20,45,51,901,233,180, 150 & a loop comprised of lines 4 & 20) with a set itinerary during the day and afternoon shifts to determine if bus operators feel safer having additional security on board.
- In September, staff piloted a Respect the Ride bus officer riding team consisting of Transit Security Officers jointly with contract law enforcement agencies deployed to ride bus lines 18 and 53 for two weeks.

**Background:** There have been 195 assaults from January 2020 through December 2021, approximately 8.5 assaults per month, with operator assaults increasing later in 2021.

All buses have installed protection barriers, and operators must use them. However, they don't protect operators when they perform duties out of the operator's seat.

**Project Budget and Resources:** \$1.5 million is available for pilot projects.

**Timeline:** Implementation. Narrow additional strategies by January 2023.

**Evaluation Criteria:** Decreased operator assaults and an increased feeling of safety as reported by bus operators.

**Area of impact:**

Employee Safety

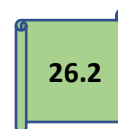
**Progress to date:**

Bus Officer Riding Teams pilot underway

**Lead Department:**

SSLE

#5

**Initiative: Metro Homeless Outreach Program Improvements****Value:** Human-Centered, Compassion & Care, Diversity**Project Description:**

**Purpose:** Improve Metro's Homeless Outreach model by engaging a consultant to support a two (2) phased approach to the program. Phase 1 provided a comprehensive gap analysis and recommendations related to the existing program and outreach framework, including a cost-benefit analysis. Phase 2 will support the development of a revised framework and strategic plan for Metro's programs and department vision, including recommendations around the expansion of homeless outreach, funding partnerships, and a potential hub or clearinghouse for outreach providers. This work has a direct connection to public safety as Metro's homeless outreach programs need to be evaluated for effectiveness, and a portion of the homeless population exhibit behaviors that require a public safety response.

**Background:** The agency's response to homelessness, now under OCEO, requires a thorough evaluation and strategic framework to redefine Metro's role in addressing homelessness as a C3 (community, city, and county) partner. Metro currently funds homeless outreach, supportive services, and interim housing, without receiving any local, state, or federal funding. Metro's role needs to be reconsidered to connect the unhoused and increase their access to the ecosystem of homeless services. Engaging a strategic consultant to advise Metro on a strategic plan to clarify Metro's role, will expand Metro's impact in the areas most needed.

**Anticipated Impact or Outcome:** Innovative funding ideas and a refined Metro strategic approach to homelessness.

**Project Budget and Resources:** Phase 1: FY22 - \$25,000 and FY23 - \$50,000 - funds for Assessment Report and Findings, Phase 2: FY23 TBD

**Timeline:** Phase 1: 4/2022 – 10/2022, Phase 2: 10/2022 – 2/2023.

**Evaluation Criteria:** Increased contacts and service delivery by outreach services and increased public awareness of Metro's response to homelessness on transit.

**Area of impact:**

Homeless transit riders, employees, public

**Progress to date:**

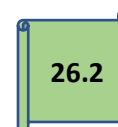
Phase 1 completed.  
Comprehensive review completed with recommendations included in the Homeless Outreach Update Receive and File report. Staff reviewing recommendations.

**Lead Department:**

OCEO



#6

**Initiative: Homeless Outreach App****Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** PATH, Metro's homeless outreach and engagement contractor, deploys outreach workers to different encampment sites around the county. Encampments are typically located near Metro-owned Right of Way, Bus & Rail Divisions, and Metro/Caltrans Park-n-Ride lots. Staff is ready to procure Outreach Grid, an app developed by a small business in Orange County. They currently work with service providers to track engagement and outreach. Their app would be tailored specifically for Metro to use to coordinate outreach at encampment sites countywide. Metro's internal working groups will utilize the app to easily track and identify encampments. Facilities Maintenance currently initiates requests for law enforcement support for most encampment sites. This app will allow for Metro HOME department to determine which encampment sites require additional outreach vs. law enforcement intervention. In lieu of initiating a new request for service at a reoccurring encampment site – the site can be tagged for quick follow-up, rather than it falling into a law enforcement response queue. In the future – this app will allow Metro and external parties to better coordinate outreach and track costs associated with response and cleanup efforts.

**Background:** The current process requires SSLE to respond to an encampment site and initiate the encampment clean-up protocol, which includes conducting outreach to individuals, securing the site, cleanup, and infrastructure upgrades. Some encampment response includes law enforcement engagement if individuals are committing crimes or refusing to leave the Metro property. PATH teams are deployed at encampment sites around LA County at Metro-owned properties as the first step of the encampment response protocol. The encampments are assessed to determine potential impacts on Metro's transit operations, public safety impacts, and also to determine if the individual(s) living in the encampments need services and housing.

**Anticipated Impact or Outcome:** Better tracking and coordination of outreach efforts.

**Project Budget and Resources:** FY22 \$25,000 – Outreach Grid App Licensing for 25 users, FY23 \$25,000 – Outreach Grid App Licensing Renewal for 25 users.

**Timeline:** Introduction of an app to internal Metro departments (SSLE, Operations, OCEO) and PATH/external partners: Complete. Evaluate and report on app, usage, and coordination 12/2022.

**Metrics/KPIs/Evaluation:** Improved cost monitoring, Reduced rate of reoccurring encampments, Reduced law enforcement involvement.

**Area of impact:**

Homeless riders, employees

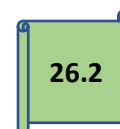
**Progress to date:**

Complete

**Lead Department:**

OCEO

#7

**Initiative: Student Outreach Partnership****Value:** Human-Centered, Compassion & Care, Diversity**Project Description:**

**Purpose:** Metro would identify schools to create a new partnership in workforce development with medical and social work students to support Metro's homeless outreach efforts. This partnership model would be contingent upon Metro updating the framework of our homeless outreach and engagement to include a workforce development component.

**Background:** Metro utilizes multidisciplinary outreach teams to conduct homelessness outreach and engagement in the transit system. These teams include skilled professional outreach workers, case managers, clinicians, medical personnel, and addiction specialists. Adding medical and social work students to these teams could be a lower-cost alternative to expand the number of outreach workers on the system while giving students the opportunity to gain valuable (and required) field experience for the completion of their specialized degree programs. Before moving forward with this model, we need to fully define Metro's role in the countywide homelessness response effort and do a cost-benefit analysis.

**Anticipated Impact or Outcome:** The increased presence of outreach workers on the Metro system and provide fieldwork opportunities for students.

**Project Budget and Resources:** FY23: \$500,000 (estimate).

**Timeline:** Identify possible partner schools complete, identify budget and develop program framework 10/2022, Potential launch Winter 2022.

**Evaluation Criteria:** Expanded outreach capability, and improved metrics for initial contacts and outreach.

**Area of impact:**

Homeless riders, medical and social work students

**Progress to date:**

Development of partnership program model

**Lead Department:**

OCEO



#8

**Initiative: CCTV - Ancillary Areas****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** This initiative aims to minimize intrusion at the emergency exits at Red (B) and Purple (D) Line Rail Stations. This project would result in a video pop-up at the Rail Operations Center (ROC) and the activation of pre-recorded messages on the speakers where the intrusion was detected. This project would also provide two-way communication between the ROC and the field. The small pilot system was tested for proof of performance and monitored for 6 months for the effectiveness of the pilot solution. Based on the intrusion logs, this pilot system had a success rate of 75% in deterring the unauthorized public from accessing the ancillary areas.

The initial implementation is planned to be at the following ten (10) B Line Cleanliness Hot Spot Stations:

7th St/Metro, Pershing Square, Westlake / MacArthur Park, North Hollywood, Union, Civic Center, Wilshire/Vermont, Hollywood/Vine, Hollywood/Highland, and Universal City.

**Background:** Metro has been facing intrusion issues at emergency exits for all B and D Line Rail Stations. Metro SSLE requested the SCADA team and MOW Engineering to provide security enhancements at these emergency exits. Metro departments agreed to perform a pilot project on two emergency exits 6 and 6AB at Vermont/Sunset station with the highest intrusion statistics.

**Anticipated Impact or Outcome:** Reduction of intrusions into non-rider areas of Metro B and D Line facilities.

**Project Budget and Resources:** Full Implementation Project Budget to be developed. The FY23 budget is \$500,000 for design, and a proposed new Capital Project was submitted for FY24 with a funding amount of \$12 million.

**Timeline:** Pilot project (design, installation, and monitoring) completed 2/2021. Timeline for full implementation to be developed. Currently, engineers are modifying the pilot project design to add improvements such as extending the time of the audible alarm and strobe light in the corridor and adding an alarm light at the entrance to the emergency exit doors. The design modifications are completed, and Metro employees will implement the modifications at the pilot station, Vermont/Sunset by the end of November 2022.

**Evaluation Criteria:** Reduction of intrusions in non-public areas via emergency exits.

**Area of impact:**

Employees and Metro facilities

**Project Status:**

A small Pilot Project was implemented at Vermont/Sunset Station using in-house resources. Preparing for the design process for additional implementation at 10 Cleanliness Hot Spot Stations

**Lead Department:**

Infrastructure Maintenance &amp; Engineering



#9

**Initiative: Live Video Feed****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** Provide the capability to obtain live video feeds of reported incidents occurring on Metro's Bus and Rail vehicles. These live video feeds would be delivered to the BOC, ROC, and SOC in real-time. The live feeds would allow BOC, ROC, and SOC personnel to provide accurate and detailed descriptions of the ongoing situation to public safety dispatchers and/or first responders to improve their responses to calls for service. A separate pilot program is being considered to enable live video feed from riders' cell phones when reporting an incident on the Metro system.

**Background:** Live views of incidents on the Metro System could enable responders to better prepare and respond to incidents. This technology would require minimal investment in infrastructure; however, it relies on cell phone coverage and the caller granting access to their phone and data. This initiative would be a potential alternative to modify existing technology on Metro vehicles and infrastructure to make the delivery of live video feeds possible from the vehicles.

**Anticipated Impact or Outcome:** Improved preparation and response from incident responders, Improved safety for incident responders.

**Project Budget and Resources:** Budget to be developed. No money has been expended to date. Live video feeds for buses are currently available on approximately 30% of the total active fleet. Live video feeds for all rail cars will be provided by the Integrated Data and Communications System (IDCS) capital project which is currently in the procurement process.

**Timeline:** Approximately 600 bus vehicles now have live video streaming (on-demand). An additional 150 vehicles will have this capability once the digital video recorders are replaced which is currently underway. The remaining bus fleet will obtain this capability (requires Internet Protocol (IP) functionality) as new bus procurement vehicles replace older vehicles that do not have this capability. The Integrated Data and Communications System (IDCS) contract is currently in procurement and will also provide this capability for the rail fleet. Video streaming capability on rail is expected to be available by December 2023.

**Evaluation Criteria:** Increase of capacity of appropriate response.

**Area of impact:**

Employees, riders, first responders

**Project Status:**

Conceptual design process is investigating existing activities and installations for the buses and rail vehicles. A solicitation for an Integrated Data and Communications System for rail vehicles has been advertised.

**Lead Department:**

Infrastructure Maintenance &amp; Engineering



#10

**Initiative: Situational Awareness Simulator****Public Safety Value: Diversity, Care & Compassion****Project Description:**

**Purpose:** The use of a force options simulator will aid in the development of appropriate decision-making skills, using customized scenario training in a multitude of applications for Metro Transit Security.

These applications include but are not limited to lethal force (pistols), marksmanship and practice qualifications, less-lethal force (Taser/ECDs, batons, OC, and other options), verbal de-escalation, implicit bias, sexual harassment, and many more.

**Background:** Metro identified training as a key pillar in maximizing public safety and ensuring officers are mentally and physically prepared to meet the demands of their job. Priorities include de-escalation techniques and making split-second complex decisions that may call for advanced tactics and coordination. To support training, several force option simulator systems were evaluated in April 2021.

**Anticipated Impact or Outcome:** Improved performance by security personnel, ability to leverage the training using technology, reduction in Metro liability, increase in rider satisfaction due to improved response, and increased training capacity by using technology.

**Project Budget and Resources:** \$250,000 estimate.

**Timeline:** RFP 7/15/22, Contract Award: 12/20/22.

**Evaluation Criteria:** Enhance competency in complex response situations.

**Area of impact:**

Employees, and riders

**Progress to date:**

RFP completed with award anticipated December 2022.

**Lead Department:**

SSLE

**#11****Initiative: Early Warning Tracking Software****Public Safety Value:** Openness & Accountability**Project Description:**

**Purpose:** Early warning software management system will provide a proactive management tool to identify, track, and manage all data associated with Metro Transit Security operations personnel. The software system will manage training records, investigation case management, equipment records, report management, and officer profile information. The software will also establish a management application to track personnel complaints and use of force investigations. Some information captured with the software will be utilized for reporting on the public-facing dashboard initiative.

**Background:** Consistent with the recommendations from the Public Safety Advisory Committee (PSAC), SSLE recognizes that transparency and accountability are key pillars in reimaging public safety efforts. Solid data is required to enhance the accountability of personnel and provide transparency.

**Anticipated Impact or Outcome:** Enhanced transit security accountability.

**Project Budget and Resources:** \$59,000 for a 3-year contract.

**Timeline:** Customization of software for Metro near complete. Working with the vendor (Benchmark) to bridge the use of force software modules with current Transit Security's record management system (RMS) in the eForce dispatch system for incident tracking. Estimated implementation for FY23-Q3.

**Evaluation Criteria:** Advanced knowledge, through accurate data, of problem behaviors or trends.

**Area of impact:**

Security Staffing

**Progress to date:**

Implementation of software anticipated FY23 Q3.

**Lead Department:**

SSLE



## #12

### Initiative: Mental Health Co-Response Teams

**Public Safety Value:** Human Center, Compassion & Care, Diversity

#### Project Description:

**Purpose:** Develop a new program with the LA County Dept. of Mental Health (DMH) exploring the feasibility of expanded mental health response services to include civilian psychiatric medical response teams in the Metro system. This effort will determine the level of need for providing the most appropriate resources for those suffering cognitive crisis or impairment while on the Metro system or property and diverting non-criminal calls away from law enforcement to a mental health evaluation team.

Metro is also exploring a partnership with the San Gabriel Valley COG to join their existing crisis intervention pilot program.

**Background:** In January 2022, the Board directed Metro to partner with the county to deploy the County's Multidisciplinary Homeless Outreach Teams and conduct an assessment of the crisis response deployment on our Metro system with recommendations on how to best deploy available resources.

**Anticipated Impact or Outcome:** Shorten response time for mental health crises.

**Project Budget and Resources:** Cost estimate \$10 million a year.

**Timeline:** On-going – the Department of Mental Health has not received any proposals in response to their solicitation advertised in August 2022.

**Evaluation Criteria:** DMH to identify KPIs and metrics for Metro's review and concurrence.

#### Area of impact:

Riders and employees

#### Progress to date:

MOU complete. Department of Mental Health in procurement for teams to serve the Metro system.

#### Lead Department:

OCEO

**#13****Initiative: Infrastructure Protection Contract****Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

**Purpose:** The RMI Security Services contract requires revisions to align it with current Metro initiatives and vision. The changes to the RMI scope of work include feedback from PSAC, such as:

- Prohibition to assign any security guards to Metro that a law enforcement agency previously terminated.
- Expansion of background checks to include psychological testing.
- Utilization of an early warning software system that flags multiple complaints and/or use of force incidences.
- Enhanced security personnel training to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Unsheltered Persons, and Excellence in Customer Service.
- Provide security personnel with new uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.
- Inclusion of technology to provide for instant incident reporting and video recording; and
- Implementation of the principles of Campaign Zero “Eight Can’t Wait.

On September 20, 2022, staff issued a solicitation for new infrastructure protection service with a current bid due date of November 7, 2022. In collaboration with PSAC staff developed a new scope of service, inclusive of revised uniforms with a Metro logo, enhanced training to better support riders, exclude guards that have been previously terminated by law enforcement agencies, and a 25% of unarmed personnel to be assigned to the contract upon award.

**Background:** In December 2021, the Board approved executing Contract Modification No. 9 to Contract No.PS560810024798 with RMI International, Inc. to increase the not-to-exceed contract value by \$19,000,000, extending the performance period to March 31, 2022, and modifying the current scope of work to align with the move toward reimagining public safety.

**Anticipated Impact or Outcome:** More effective and appropriate response by security staff.

**Project Budget and Resources:** \$19M for services from September 1, 2022, to March 31, 2023.

**Timeline:** Solicitation issued on 9/20/22, proposals due 11/7/22.

**Evaluation Criteria:** Security staff response aligns with Metro’s public safety vision.

**Area of impact:**

Riders and employees

**Progress to date:**

Completed statement of work &amp; solicitation issued

**Lead Department:**

SSLE



## #14

**Initiative: Transit Law Enforcement Services Contract****Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

**Purpose:** On April 29, 2022, staff issued a solicitation for new transit law enforcement services with a revised bid due date of October 10, 2022. To help reimagine public safety on Metro's system, staff developed the new scope of service in concurrence with/in part with PSCA recommendations, to meet Metro's changing safety and security requirements effectively and efficiently and to better address ridership safety and security concerns. The scope of service also included the flexibility for Metro to request, at any time, in whole or in part, the adjustment (reduce and increase) of resources as Metro approaches and implements new public safety programs.

**Background:** In December 2021, the Board approved seeking scope of work modifications to the current multi-agency law enforcement services contracts to align with the move towards reimaging public safety and extending the contracts for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement, timeline, and award of the new contract(s).

**Anticipated Impact or Outcome:** To better address ridership safety and security concerns.

**Project Budget and Resources:** The budget is to be developed as we move forward with Metro's acquisition process.

**Timeline:** Solicitation issued on 4/29/22, revised proposal due date to 10/10/22.

**Evaluation Criteria:** Security staff response aligns with Metro's public safety vision.

**Area of impact:**

Riders and employees

**Progress to date:**

Bids are due October 10, 2022.

**Lead Department:**

SSLE

#15

**Initiative: Child Safe Campaign****Public Safety Value:** Human-Centered**Project Description:**

**Purpose:** To improve the safety of K-12 students using the Metro system, Metro and law enforcement are partnering to market and advertise the following safety messages to youth riders:

1. **Know your route** – Be confident about where you’re going and how to get there. Plan your route ahead of time and leave early so you’re not rushed. Be extra careful walking in front of vacant buildings/lots, alleys, and overgrown areas.
2. **Ride with a buddy** – There is safety in numbers. Whenever possible, walk and ride with a friend or in a group and stay together while waiting for the bus or train.
3. **Be aware of your surroundings** – Stay in well-lit areas. Don’t just focus on your phone, keep one earbud out of your ear so you can hear what’s going on. If you see someone acting in a way that makes you uncomfortable, quietly move away – go to another part of the platform, sit closer to the bus/train operator, switch train cars at the next station, etc. Share your concern with Metro Staff or record it on the Transit Watch app.
4. **Keep your personal belongings safe** – take your backpack off and put it on your lap or at your feet. Keep any valuables securely hidden in your bag. Be careful with your phone and other devices, especially when standing near transit vehicle doors.
5. **See Something? Say Something** – Know how to get help. If you don’t feel safe, whether someone has touched you inappropriately, your friend is being harassed, you’re worried about the well-being of someone on the bus/train, or there’s something else causing you not to feel safe, please let us know and someone will respond right away.

Information has been shared electronically via email to registered users of GoPass. Law enforcement partners will continue to identify outreach and engagement opportunities at schools within proximity to transit stations.

**Background:** Phase 1 of the Fareless System Initiative went into effect in October 2021, welcoming a new population of young riders to the system. Communication opportunities to reach these riders are important to teach them about security awareness.

**Anticipated Impact or Outcome:** Improved safety for young riders.

**Project Budget and Resources:** In-house, approximately \$20,000.

**Timeline:** Youth webpage 2/28/22, outreach ongoing.

**Evaluation Criteria:** Customer survey indicates effective messaging.

**Area of impact:**

Young riders

**Progress to date:**

Outreach completed

**Lead Department:**

SSLE

#16

**Initiative: Bystander Intervention Training****Public Safety Vision:** Human-Centered**Project Description:**

**Purpose:** The purpose of this initiative is to develop a program to train employees and riders on what to expect during a security incident, how to be a good witness, how to best protect themselves and others, and what resources are available to assist them following an incident. Initially, this training will be offered as a voluntary class through Metro's eLearning portal. All Metro employees will be encouraged to participate. To engage riders, plans include incentives to encourage participation such as free or reduced passes or promotional giveaways. A version of this program will be incorporated into the Children Travel Safe Campaign and the Women Travel Safe Campaign.

**Background:** SSLE personnel has attended and reviewed outside training sessions such as Hollaback! Training, a free bystander intervention training, to better inform the design of a customized Metro program. In December 2021, an initial lesson plan was produced combining knowledge from Hollaback! classes and existing Metro public safety training modules. Pilot presentations were provided to the Metro Youth Council and Rail Ambassadors with positive feedback.

**Anticipated Impact or Outcome:** Improved employee and rider response during incidents.

**Project Budget and Resources:** In-house, approximately \$50,000.

**Timeline:** Training will be available end of October 2022.

**Evaluation Criteria:** Participation data will be tracked and used for trend analysis of incident outcomes, rider, and employees' feelings of safety and security in the system.

**Area of impact:**

Riders and employees

**Progress to date:**

Training materials 100% complete and in production phase with Talent Development. Estimated rollout is the end of October 2022.

**Lead Department:**

SSLE

#17

**Initiative: Narcan for Metro Transit Security****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** This program will properly train Metro Transit Security (MTS) Department personnel with the ability to safely intervene when responding to a medical emergency of an opioid overdose. Narcan, a brand name for Naloxone, is an opioid antagonist designed to reverse the respiratory depression caused by an overdose of opioids. Training shall be conducted by current certified first aid instructors on how to recognize the signs and symptoms of an overdose, how to administer the medication, appropriate steps after administration of the medication, and necessary reporting procedures. Los Angeles County Metropolitan Transportation Authority. County Counsel has reviewed and approved the policy. Security personnel's deployment and administration of naloxone are protected under the Good Samaritan law in the State of California.

In August, staff entered into a Memorandum of Agreement with the Los Angeles County Sheriff's Department (LASD) to train and equip MTS personnel Officers with Narcan, to safely intervene when responding to a medical emergency of an opioid overdose. LASD completed the Narcan train-the-trainer on September 29, 2022, for approximately 18 MTS personnel and provided 200 Narcan kits. Training and supplies were provided at no cost to Metro. MTS instructors are in the process of establishing a Standard Operating Procedure and meeting with the unions to move forward with the training of all MTS personnel and deploying Narcan in efforts to completing all training by mid-November 2022.

**Background:** The use of naloxone, or Narcan, is an effective tool to reverse the effects of a potentially fatal overdose. This program will equip Metro Transit Security personnel with lifesaving medication and the necessary training to administer the medication to individuals suffering from a potential overdose. Overdoses affect all populations; however, those suffering from addiction, homelessness, and mental illness are particularly vulnerable. Additionally, MTS personnel may be inadvertently exposed to fentanyl or other opioids and experience an accidental overdose. Having this medication readily available may prevent an accidental overdose from becoming fatal.

**Anticipated Impact or Outcome:** Life safety for impacted riders and employees.

**Project Budget and Resources:** None – county grant-funded via LASD.

**Timeline:** Training commenced in September 2022 and is ongoing.

**Evaluation Criteria:** Data will be collected after each use of naloxone. Details such as date, time, location, and general patient information (excluding HIPPA data) will be tracked.

**Area of impact:**

Riders and employees

**Progress to date:**

Training commenced September 2022.

**Lead Department:**

SSLE

#18

**Initiative: Body Worn Video for Metro Transit Security****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** Body Worn Video (BWV) has become a best practice for many law enforcement agencies nationally. The benefits of a BWV system include BWV enhancing criminal investigations and human rights and fairness related to riders utilizing the public transit system. BWV can protect the public and employees alike. The BWV system is being considered for Metro Security Staff.

**Background:** A BWV program was initiated in February 2021 to be part of a suite of Transit Security Personnel equipment. This equipment would include a taser, BWV, and evidence management system. A Test and Evaluation (T&E) of one (1) month, possibly longer, is being considered before finalizing the adoption of a BWV system.

**Anticipated Impact or Outcome:** Increased transparency, integrity, and safety for Transit Security Personnel and the public.

**Project Budget and Resources:** Equipment - \$1.75m plus \$500K, storage/management = \$2.25M start up, Storage, maintenance, and management is \$500K annually.

**Timeline:** Procurement preparation 2/28/22, Contract award 5/9/22, Training 5/22/22, Implementation 01/2023.

**Evaluation Criteria:** Positive input for incident investigations.

**Area of impact:**

Riders and employees

**Progress to date:**

Finalizing project timeline.  
Implementation of program anticipated January 2023.

**Lead Department:**

SSLE

#19

**Initiative: Public Safety Dashboard****Public Safety Value:** Openness & Accountability**Project Description:**

**Purpose:** Accountability and transparency are key pillars in reimagining public safety. An accurate public-facing dashboard will provide the public with timely information regarding security activities, crime, demographics, use of force incidents, and complaints. The dashboard is anticipated to pull data from each law enforcement and security staff component and present clear, accurate, and concise data. There are challenges to aggregating the data as each agency collects and classifies its data using different methods. Metro ITS and analysts have been meeting with each agency's crime analysts and programmers to develop solutions to harmonize the data and potentially automate the process.

- Phase I: Completed implementation of prototype Safety Dashboard for public access: board report data displayed (e.g., demographic data related to citations and warnings); link to law enforcement agency websites (crime stats); link to Metro Transit Watch app; links to safety awareness tips, guides, and updates. Safety & Security Performance Updates are displayed on the PSAC Website which includes total crimes per line, demographic data, and other stats related to public safety.
- Phase II: Comprehensive and interactive Metro Power BI Dashboard for public access: crime data disaggregated by race and gender; equipment and software configuration to support external agency connectivity; GPS data related to incidents; interactive reporting and chat feature. The dashboard will be managed by the developing SSLE Data Analytics Unit].

**Background:** Making data available to the public provides transparency for the public but is ineffective if the data is not accurate and disaggregated by race and gender. To achieve a public-facing dashboard, the data streams from each agency must be evaluated and inconsistencies addressed. As of November 2021, some programming and data collection issues with LAPD's data have been identified, and changes have been implemented. LASD and LBPD's crime data issues will also be addressed using lessons learned from LAPD's issues. Metro Transit Security data is anticipated to be the easiest to incorporate as it will be captured in a new software system under acquisition.

**Anticipated Impact or Outcome:** Increased transparency of public safety activity.

**Project Budget and Resources:** Phase I: Complete. Phase II: Metro internal and external contract resources required at 2 FTE and 2 Contract Technology Staff. \$225K for initial consultant services (FY23); \$1.25M for equipment & configuration of the final design (FY24); 2 FTEs and approximately \$100K annual maintenance (FY24). (None spent).

**Timeline:** Phase I: Complete. Phase II: September 2022 launch. Implementation: March 2023.

**Evaluation Criteria:** Accurate, supportable data.

**Area of impact:**

Accountability and oversight

**Progress to date:**

Phase 1 completed.

Synthesizing data

**Lead Department:**

SSLE

### Program Initiatives Progress Synopsis

Initiative	Progress	Fact Sheet No
<b>Deployment Resources</b>		
Transit Ambassador Program	Transit Ambassador program launched in October 2022.	3
Bus Strategies: Operator Security	Pilot program to place armed LASD officers on OWL shift buses launched in July 2022.	4
Mental Health Co-Response Teams	Entered into an agreement with the Department of Mental Health to establish mobile crisis intervention teams to conduct outreach on the system.	12
Infrastructure Protection Contract Update	Completed statement of work.	13
Infrastructure Protection Services RFP	Solicitation issued on 9/20/22, proposals due 11/7/22	13
Law Enforcement Services RFP	Solicitation issued on 4/29/22, proposals due 10/10/22.	14
<b>Training and Resources</b>		
Situational Awareness Simulator	RFP completed with award anticipated December 2022.	10
Bystander Intervention Training	Training materials 100% complete and in production phase. Estimated rollout is Fall 2022.	16
Narcan for Metro Transit Security	Implement program and training October 2022.	17
<b>Security Tools and Technology</b>		
Security (Blue Light) Call Boxes – “Call Point”	Solicitation advertised, pre-proposal call, and site walkthrough completed. Stations selected.	1
Homeless Outreach App	Application launched and in operation.	6
CCTV - Ancillary Areas	A small pilot project was implemented at Vermont/Sunset Station using in-house resources. Preparing for the design process for additional implementation at 10 Cleanliness Hot Spot Stations.	8
Live Video Feed	Conceptual design process is investigating existing activities and installations for the buses and rail vehicles. A solicitation for an Integrated Data and Communications System for rail vehicles has been advertised.	9
Early Warning Tracking Software	Implementation of software anticipated September 2022.	11
Body Worn Video for Metro Transit Security	Finalizing project timeline. Implementation of program anticipated January 2023	18
<b>Data Outcomes and Transparency</b>		
Public Safety Dashboard	Phase 1: Implementation of prototype Safety Dashboard for public access completed.	19
<b>Security Design including Crime Prevention through Environmental Design (CPTED)</b>		
Right of Way Intrusion Prevention	Review of platform edge doors completed. Track and tunnel intrusion detection contractor selected.	2
<b>Communications and Public Education</b>		
Metro Outreach Program Improvements	Phase 1 completed. Comprehensive review completed with recommendations included in the Homeless Outreach Update Receive and File report. Staff reviewing recommendations.	5
Student Outreach Partnership	Development of partnership program model.	7
Child Safe Campaign	Outreach ongoing.	15

# Re-Imagining Public Safety

Gina Osborn, *Chief Safety Officer*



Operations, Safety, and Customer Experience  
Committee

October 20, 2022



# Motion 26.2 Initiatives - Progress



*Improve safety & security for Metro customers and employees*

The following initiatives of the original fact sheet group have been completed or implemented.

## Deployment Resources

- Homeless Riders Short-Term Shelter
- Law Enforcement Commuter Engagement Teams

## Training & Procedures

- Implicit Bias Training for Transit Security
- Modernize the Code of Conduct (*underway*)

## Communications & Public Education

- Public Safety Awareness Campaign

# Motion 26.2 Initiatives - Progress



*Improve safety & security for Metro customers and employees*

The following initiatives of the original fact sheet group are in progress/ongoing.

Deployment Resources	Training & Procedures	Security Tools & Technology	Data Outcomes & Transparency	Security Design including Crime Prevention through Environmental Design	Communications & Public Education
<ul style="list-style-type: none"><li>• Transit Ambassador Program</li><li>• Bus Strategies: Operator Security</li><li>• Mental Health Co-Response Teams</li><li>• Infrastructure Protection Contract Update</li><li>• Infrastructure Protection Services RFP</li><li>• Transit Law Enforcement Services RFP</li></ul>	<ul style="list-style-type: none"><li>• Situational Awareness Simulator</li><li>• Bystander Intervention Training</li><li>• NARCAN for Metro Transit Security</li></ul>	<ul style="list-style-type: none"><li>• Security (Blue Light) Call Boxes – “Call Point”</li><li>• Homeless Outreach App</li><li>• CCTV – Ancillary Areas</li><li>• Live Video Feed</li><li>• Early Warning Tracking Software</li><li>• Body Worn Video for Metro Transit Security</li></ul>	<ul style="list-style-type: none"><li>• Public Safety Dashboard</li></ul>	<ul style="list-style-type: none"><li>• Right of Way Intrusion Prevention</li></ul>	<ul style="list-style-type: none"><li>• Metro Outreach Program Improvements</li><li>• Student Outreach Partnership</li><li>• Child Safe Campaign</li></ul>

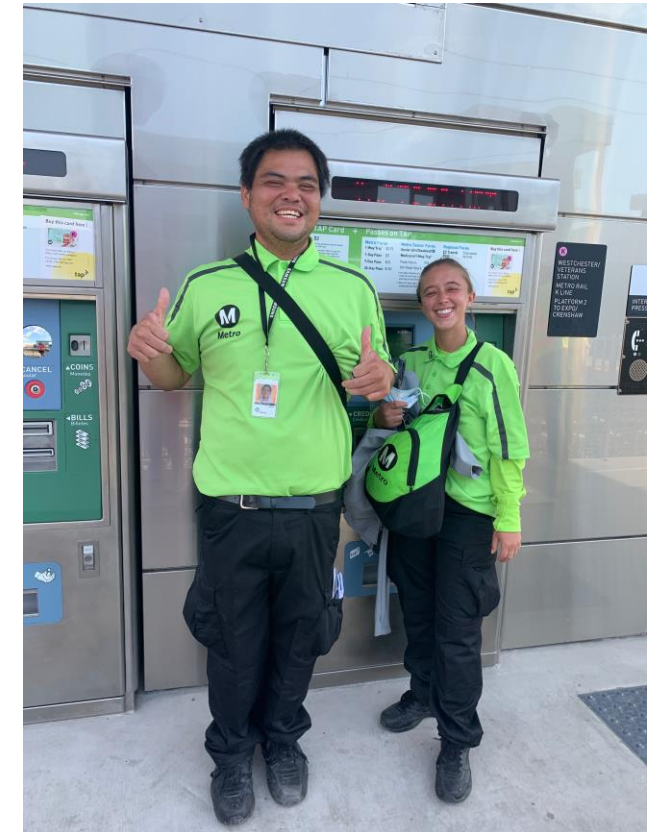
# Transit Ambassadors



*Improve safety & security for Metro customers and employees*

Metro has launched the Agency's Metro Ambassador program as a three-to-five-year pilot program.

- 55 Metro Ambassadors have been trained and are currently on the system.
- On October 7<sup>th</sup>, the Ambassadors were deployed along the K Line in order to ensure those riding the line for the first time have a great experience and can learn how to navigate the Metro system.
- The next group of 60 Ambassadors began training on October 10<sup>th</sup> and graduates will be deployed on the system approximately on October 24<sup>th</sup>.
- Staff will continue to phase in staff to support the program until up to 300 Ambassadors are serving system-wide.



# Respect the Ride

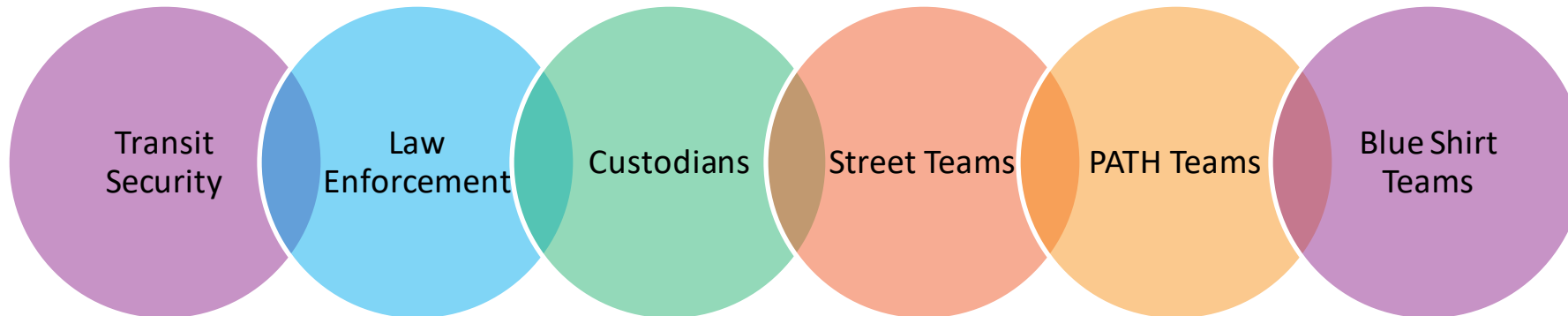


*Improve safety & security for Metro customers and employees*

In collaboration with Operations, Customer Experience, Office of Management & Budget, and Homeless Outreach and Engagement, the pilot program began on April 4th at the *7th/Metro Center Station*



Metro deployed a layered and comprehensive approach to safety.



RTR has expanded to Pershing Square Station, Union Station, North Hollywood Station, Universal City Station, Westlake/MacArthur Park Station, and Hollywood/Highland Station.

# Reduction in Crime



*Improve safety & security for Metro customers and employees*

- From February 2022 to July 2022, Metro experienced a 10.44% systemwide decrease in violent crimes and a 1.35% decrease in non-violent crimes.
- Overall, Metro experienced a 5.73% systemwide decrease in crime from February 2022 to July 2022.

Crimes	February 2022 - April 2022	May 2022 - July 2022	% Change
Part 1			
Agg Assault	120	113	-5.83%
Agg Assault on Op	11	8	-27.27%
Arson	3	0	-100.00%
Bike Theft	16	12	-25.00%
Burglary	4	3	-25.00%
Homicide	0	1	100%
Larceny	161	137	-14.91%
Motor Vehicle Theft	6	2	-66.67%
Rape	5	3	-40.00%
Robbery	86	90	4.65%
<b>Total Part 1</b>	<b>412</b>	<b>369</b>	<b>-10.44%</b>
Part 2			
Battery	230	208	-9.57%
Battery on Operator	33	32	-3.03%
Narcotics	21	49	133.33%
Sex Offenses	26	32	23.08%
Trespassing	32	24	-25.00%
Vandalism	95	78	-17.89%
Weapons	6	14	133.33%
<b>Total Part 2</b>	<b>443</b>	<b>437</b>	<b>-1.35%</b>
<b>Total</b>	<b>855</b>	<b>806</b>	<b>-5.73%</b>



**Board Report**

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**File #:** 2022-0698, **File Type:** Oral Report / Presentation

**Agenda Number:** 39.

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**OPERATIONS, SAFETY, & CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 20, 2022**

**SUBJECT: MARKETING UPDATE - RESTORING CONFIDENCE IN THE SYSTEM**

**ACTION: ORAL REPORT**

**RECOMMENDATION**

RECEIVE oral report on the safety marketing campaign focused on restoring confidence in the system through increased awareness and engagement about the public safety initiatives.

**EQUITY PLATFORM**

Equity is at the forefront of Metro's effort to reimagine public safety. Re-imagining public safety supports Metro's Equity Platform goals by engaging historically underserved communities, utilizing well defined metrics, and listening and responding to our customer's needs and concerns.

Prepared by: Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060

Stephanie N. Wiggins  
Chief Executive Officer

The signature is a stylized, cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and the title 'Chief Executive Officer' are printed in a black, sans-serif font.





# RESTORING CONFIDENCE IN THE SYSTEM

October 2022



Metro®

# Our Goal: Make Metro the top transportation choice for Angelenos and visitors

How? By providing an exceptional customer experience. That means offering a service that's **easily accessible, reliable** and that **anticipates customer needs**.

But first, we need to **restore confidence** that the system is **safe**.

## Safety MarComms Campaign objectives:

- Raise rider and community awareness of our comprehensive safety plan
- Create purposeful engagement and communication with current and future riders
- Regain the trust of riders and the community
- Retain and increase ridership





# The communications strategy: simple, honest, engaging

Make it **simple** by grouping all the things we have done and will do to improve safety into three easy-to-remember categories:

## Security

We strategically deploy security to enforce Metro rules and law enforcement to address crime.

We're installing more security cameras and lighting.

And our Transit Watch app enables you to reach out to us to report issues.

Violence will not be tolerated on our system.

## Customer Care

Metro Ambassadors, who will be aboard trains and buses and at stations, will help you navigate our system.

We're doubling our homeless outreach teams.

We're adding crisis intervention teams.

## Cleanliness

A clean place is a safe place, so we've increased cleaning crews and frequency of cleaning.

We're replacing our cloth seats with vinyl seats that are easier to clean and maintain.

We're placing special emphasis on monitoring our elevators to ensure they are clean.

# The communications strategy: simple, honest, engaging

Make it **honest** by clearly acknowledging the problem, and telling them how we're solving it

**You've told us you don't feel safe.**

## **Security**

We strategically deploy security to enforce Metro rules and law enforcement to address crime.

We're installing more security cameras and lighting.

And our Transit Watch app enables you to reach out to us to report issues.

Violence will not be tolerated on our system.

**You've told us you want everyone to be treated with dignity and respect.**

## **Customer Care**

Metro Ambassadors, who will be aboard trains and buses and at stations, will help you navigate our system.

We're doubling our homeless outreach teams.

We're adding crisis intervention teams.

**You've told us our system is dirty and smells.**

## **Cleanliness**

A clean place is a safe place, so we've increased cleaning crews and frequency of cleaning.

We're replacing our cloth seats with vinyl seats that are easier to clean and maintain.

We're placing special emphasis on monitoring our elevators to ensure they are clean.

# The communications strategy: simple, honest, engaging

Make it **engaging** by soliciting their feedback and support via call, text or the Transit Watch app.

You've told us you don't feel safe.

## Security

We strategically deploy security to enforce Metro rules and law enforcement to address crime.

We're installing more security cameras and lighting.

And our Transit Watch app enables you to reach out to us to report issues.

Violence will not be tolerated on our system.

**Tell us if you see a safety issue.**

You've told us you want everyone to be treated with dignity and respect.

## Customer Care

Metro Ambassadors, who will be aboard trains and buses and at stations, will help you navigate our system.

We're doubling our homeless outreach teams.

We're launching crisis intervention teams.

**Tell us how we're doing.**

You've told us our system is dirty and smells.

## Cleanliness

A clean place is a safe place, so we've increased cleaning crews and frequency.

We're replacing our cloth seats with vinyl seats that are easier to clean and maintain.

We are placing special emphasis on monitoring our elevators to ensure they are clean.

**Help us keep the system clean and let us know if you see something.**

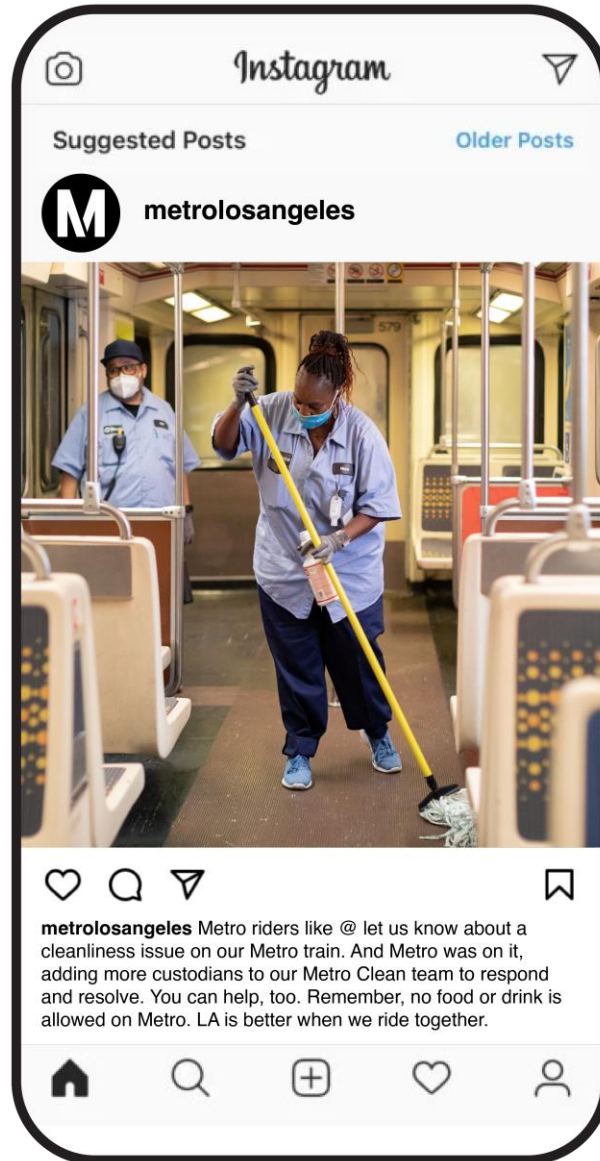
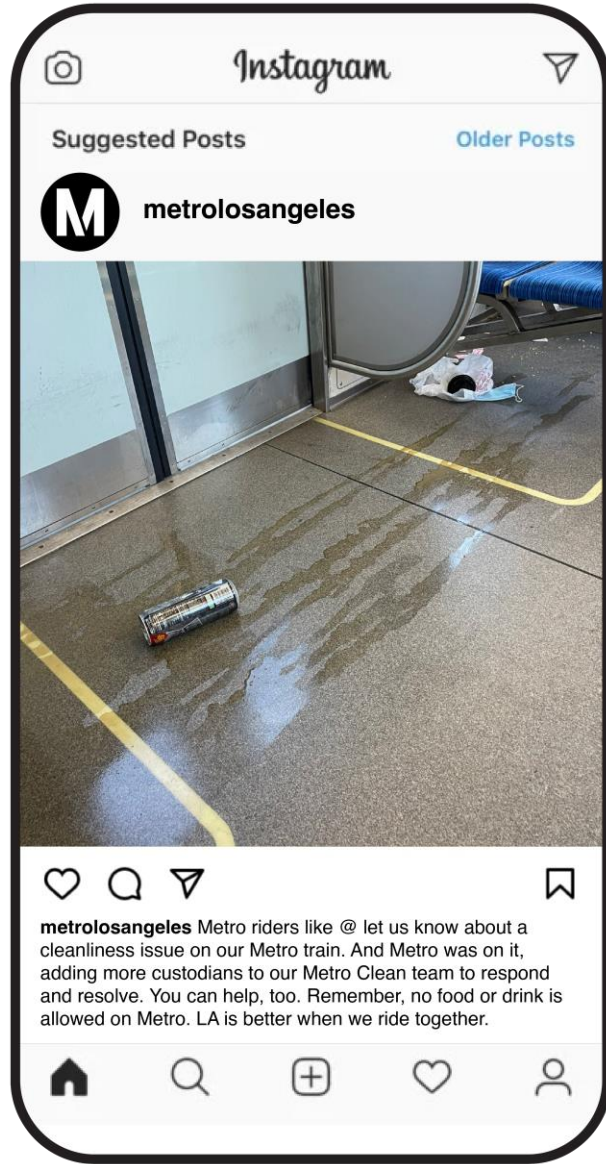
**A feedback loop is key to the engagement, and we will respond**

**You said **x** was a problem.**

**We are doing **y** to fix it.**

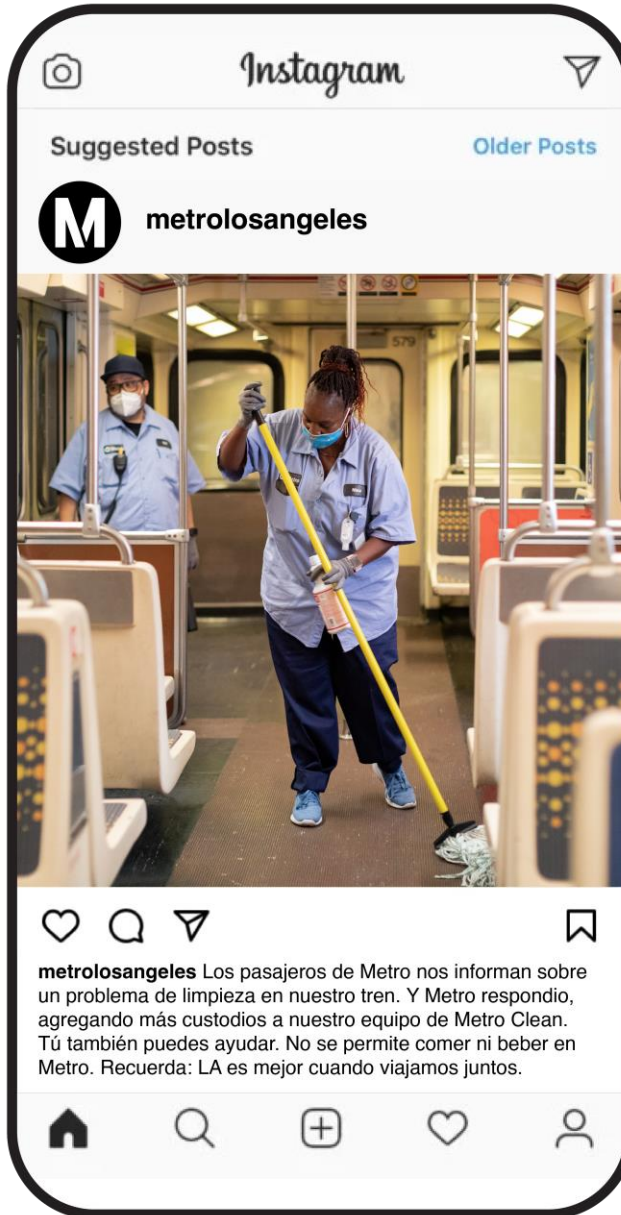
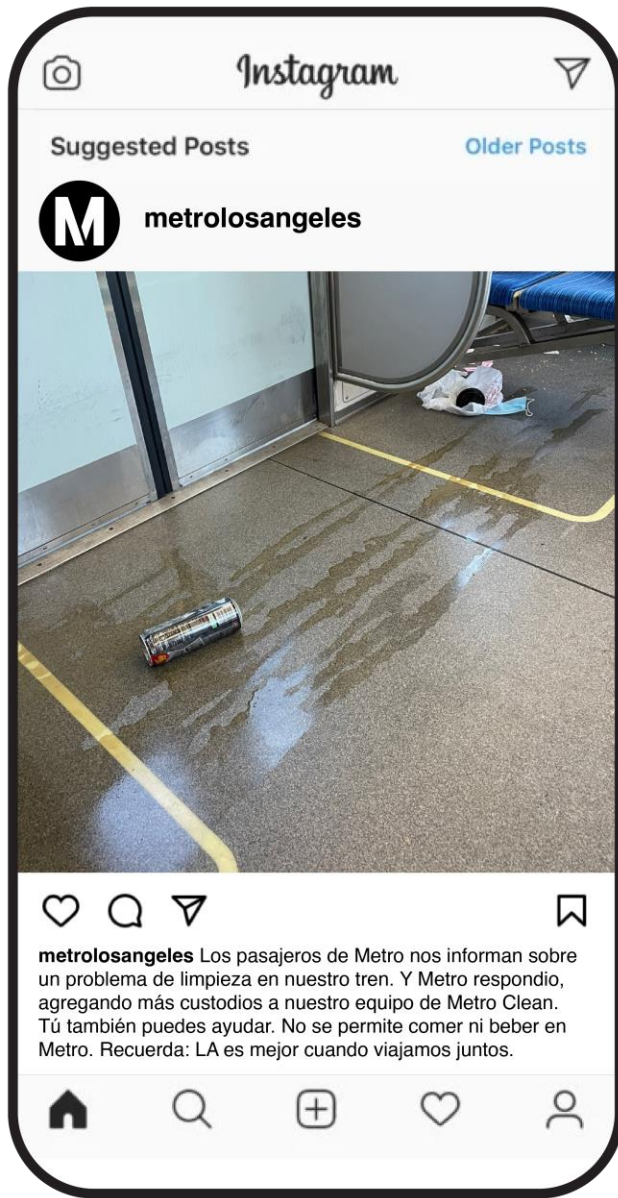
**You can do **z** to help.**

# Here's how it might look on social media

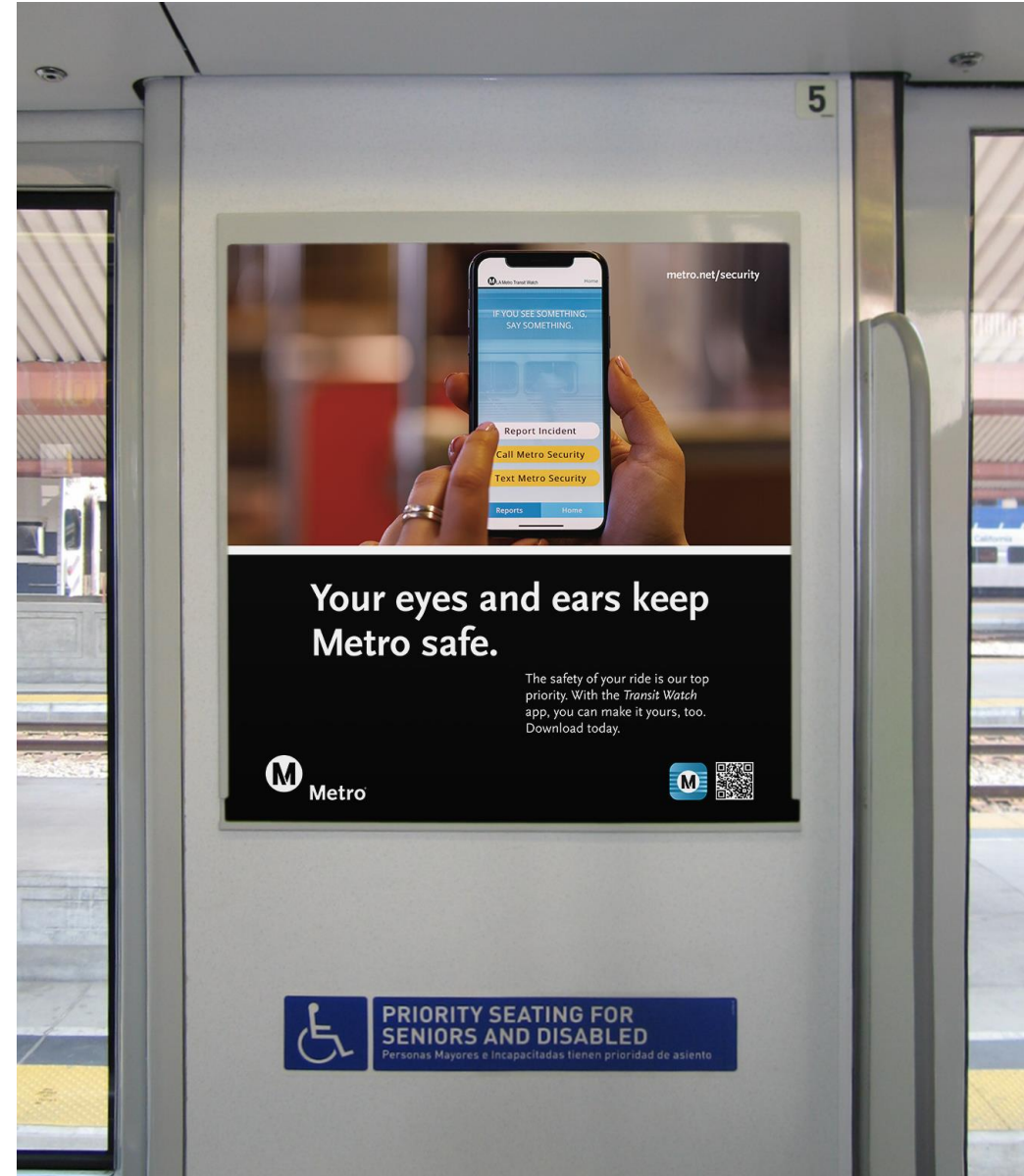




# ... and not just in English



# ...on our system in English and Spanish





# We'll make safety information both easy to understand and easy to find

## METRO SAFETY PAGE



## Let's ride safely together.

We're committed to providing you with a great experience on Metro. That means a system that's secure, clean and where we treat every rider with care. Here's what we're doing.



## SOCIAL MEDIA RESPONSES

- M** (1/3) Hi Jane. Thank you for riding — we appreciate it. We're sorry you had a sour experience and we're glad you're okay. We want you to know we're spending a lot of time + \$s on more staff, more tech, more basic upgrades to make our system safer (more).
- M** (2/3) That means more homeless outreach staff, Transit Ambassadors to help riders and help us quickly fix problems, new lighting and blue light call boxes. And more fare checks — to ensure our system is used by riders. (more)
- M** 3/3) We have work to do. You know it, we know it. If you need to reach our security team, pls call [888.950.SAFE](tel:888.950.SAFE) (7233) or text 213.788.2777. Our Transit Watch app can also be used to report issues — it's avail in the App Store and Google Play. Tx for reaching out!

[Everyone can reply](#)

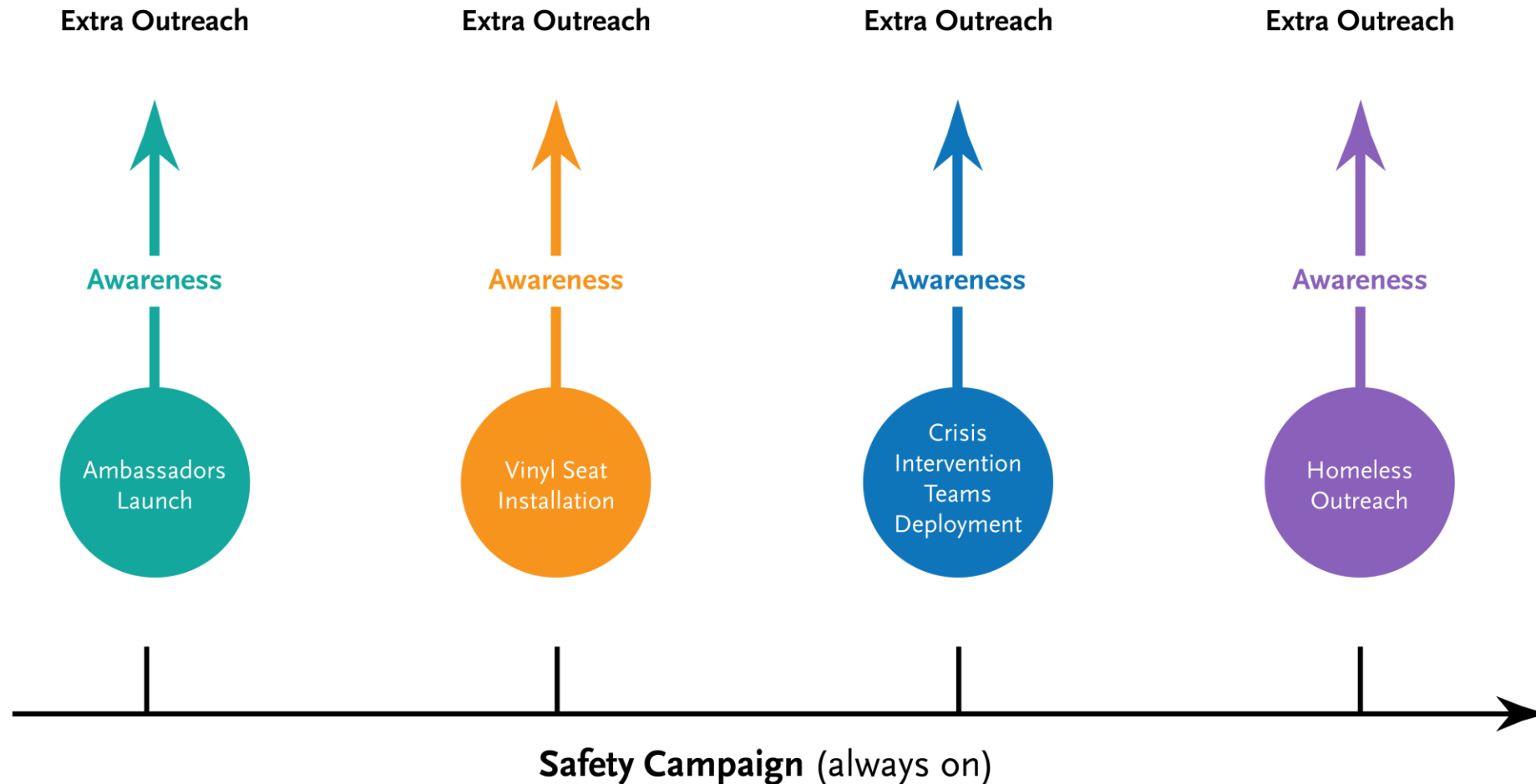


## We'll communicate honestly and transparently every way we can

- Email to customers and community members who have subscribed to receive communications
- Ads and advertorials in hyper-local general market and ethnic newspapers and digital publications
- Media interviews and editorial meetings to discuss our approach to public safety
- CEO and staff pop-ups at bus hubs
- Street teams passing out information about safety initiatives

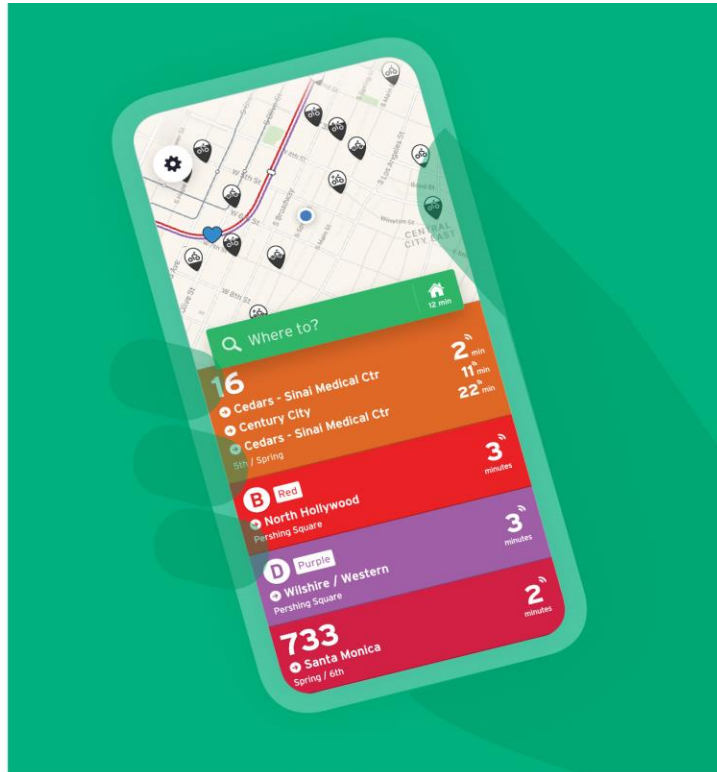
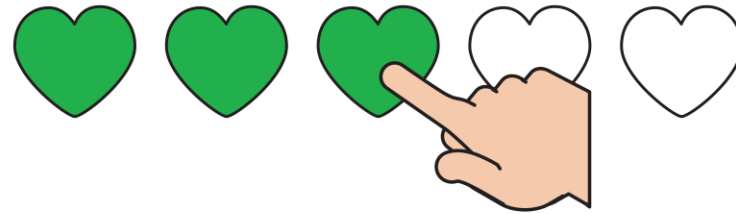
... and more

# And as we reach each new milestone, we'll talk about it in a big way



# Most importantly, we'll keep asking our customers for feedback

How did we do?



TRANSIT APP



CUSTOMER CENTER



IN PERSON ON THE SYSTEM

# Speaking of feedback, here's what they're saying about the Metro Ambassadors so far

← Tweet



John Yi  
@johnkyi

It's @metrolosangeles transit ambassadors, reimagining what safety can look like by having community members in our public spaces + metro stations. 🌟🌟🌟



ACT-LA

2:46 PM · Oct 4, 2022 · Twitter for iPhone

21 Retweets 1 Quote Tweet 151 Likes

*"Hi Stephanie. I hope you're doing GREAT – but just wanted to send you a quick note of positivity. While I was walking through Union station this morning I was greeted by a gentlemen in a Metro green vest and he was like a Walmart greeter, wishing everyone a good day. He brightened up my day – a small, unexpected gesture makes such a difference. Kudos to your team that's behind that."*

# How will we measure success?

- Positive **changes in actual safety, and perception of safety** on Metro as measured by customer surveys and market research
- **Increases** in downloads and usage of the *Transit Watch* app and text-reporting systems
- Improved social media **engagement** and **sentiment**
- Customer **comment** and **complaint** volume and sentiment
- And ultimately, restoring confidence that the system is safe, **increasing ridership**

# Next Steps

- New safety landing page is live and available via the home page
- Paid search is live
- Social posts have gone live
- Source article is live
- Social media toolkit is available and new content will be added to support key milestones
- Op-eds, media briefings and community briefings ongoing
- Briefing with City PIOs in November



## Board Report

File #: 2022-0680, File Type: Program

Agenda Number: 40.

**REVISED**  
**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**  
**OCTOBER 20, 2022**

**SUBJECT: METRO BIKE SHARE PROGRAM**

**ACTION: APPROVE RECOMMENDATION**

**RECOMMENDATION**

APPROVE the updated Metro Bike Share (MBS) operational model of Privately-Owned and Publicly Managed to improve overall performance and support a more sustainable regional bike share program (Attachment A).

**ISSUE**

In December 2021, the Board approved Motion No. 41 (Attachment B), titled “Improving the Effectiveness and Sustainability of Metro Bike Share”. The Motion directed the CEO to undertake several actions including recommendations to ensure a successful, regional, and sustainable MBS program. Additionally, since the current MBS contract is set to expire in July 2023, approval of the operational model is needed to secure a Contractor/Operator to support the ongoing operation of MBS.

**BACKGROUND**

In June 2015, the Board adopted the Regional Bike Share Implementation Plan for Los Angeles County and awarded a firm fixed price contract (FFP) with milestone payments to Bicycle Transit Systems, Inc. (BTS) for the acquisition of equipment, installation of stations, and operations and maintenance (O&M) of the Metro Countywide Bike Share program. Under current operations, Metro and the City of Los Angeles share capital costs equally (50%-50%) and split the cost of O&M 35% (Metro) and 65% (City of Los Angeles). Metro pays a lower share of O&M because it provides staffing for the management and administration of the program. Metro is also responsible for the planning and station siting implementation. Since the contract award in 2015, MBS has deployed service in Downtown/Central Los Angeles, Westside, and North Hollywood. Previous funding for MBS included City of Los Angeles subsidy, fares, and PC25% to bridge expense gaps. Under current guidelines, Prop C 25% funding is eligible for utilization of the first two years of a demonstration program, which occurred for MBS. Measure M 2% (MM2%) Active Transportation Program funds were also utilized to support MBS capital costs as this is an eligible expense under the MM2% program. As Metro improves the effectiveness and sustainability of the MBS program, staff will ensure that any available

operating-eligible funding will be utilized for non-capital MBS expenses.

The MBS program has always been envisioned as a regional and scalable bike share system that is accessible to Los Angeles County residents and that easily integrates with existing Metro transit services to provide a seamless passenger experience on Metro's transportation system. The first phase of the program launched in Downtown LA in 2016 and subsequently, the City of Pasadena and the Port of Los Angeles (POLA) launched bike share as part of the second phase in 2017. Both entities have since ended their participation in the program. The City of Pasadena withdrew in 2018 based on the amount of operating subsidy required, reallocating resources to other City programs. In 2019, POLA opted to not renew the Memorandum of Understanding (MOU) with Metro to continue being part of MBS for similar reasons. Other local jurisdictions have expressed interest in participating in MBS but declined due to cost considerations.

As of September 2022, 1.5 million trips have been taken, 5.2 million miles have been traveled, and 4.9 million pounds of Carbon Dioxide (CO2) have been averted with MBS.

As with all industries worldwide, the COVID-19 pandemic impacted MBS utilization. Prior to COVID, MBS ridership was growing and had almost surpassed 300,000 rides in FY2020; however, by FY2021, COVID impacts had decreased ridership by over 40%.

As we're emerging from the COVID crisis, ridership has steadily returned. In FY2022, ridership improved to 24%, below the highest pre-COVID levels. Ridership is anticipated to increase in FY2023, with projections that it shall recover to pre-COVID levels by the end of FY2023. This recovery demonstrates the continued value and role of MBS as a local transportation resource, providing a mobility option for residents, visitors, commuters, and workers.

In December 2021, the Board approved Motion No. 41, which focused staff on 1) improving existing MBS operations, and 2) charting a new path for MBS that supports a more regional, sustainable, effective, and successful program. In response to the Motion, several actions have been taken to stabilize and improve existing operations, including the replenishment of the MBS bike fleet, acquisition of GPS equipment fleetwide, and extension of the contract. Work was also undertaken to determine an operational path for MBS that will grow ridership, increase the size and density of the system, provide greater operational flexibility, improve service within economically impacted communities/neighborhoods, enhance equitable access, and ensure a financially and operationally sustainable program for both riders and funding agencies.

## **DISCUSSION**

In support of MBS and in response to Motion No. 41 (summary update provided in Attachment C), staff conducted several actions to identify the next steps and ensure the continued success and sustainability of the program. As directed in the Motion, 1) a market survey was conducted covering ten (10) national and five (5) international bike share programs; 2) an Industry Forum was held with representatives from the bike share industry, regional Council of Governments, biking-based community groups, as well as local and national bike share operating peers; 3,) a review of equitable access issues has been undertaken, and 4) engagement with stakeholders has been and will



continue to be conducted to ensure that MBS is best positioned to understand and meet the needs of each potential local partner while still maintaining a sustainable regional operation.

The information obtained from the survey (Attachment D), forum, and stakeholder engagement, combined with a review of current MBS operations and lessons learned, helped in determining the path forward. The current operation represents the initial deployment of the program and, as such, there have been “growing pains,” including limited-service deployment, lower-than-anticipated ridership, and program sponsorship delays. Nevertheless, MBS has proven to be a valuable transportation resource to Los Angeles County travelers and residents: cities and communities have and continue to show interest in joining the program, ridership is recovering to pre-COVID levels, and a sponsor was secured, demonstrating that there is interest in MBS from advertisers. While work will continue on all facets of the program within the current contract, staff believes that approval of the updated MBS operational model will help improve overall performance and support a more sustainable regional bike share program consistent with the goals of Motion No. 41. In conjunction with Motion No. 41, some underlying goals that will assist in the management of MBS include:

- Expanding the system equitably and geographically
- Managing the program’s performance and costs to ensure a sustainable regional program
- Growing the benefits of MBS throughout the region’s diverse communities
- Providing customers, residents, and visitors, with a reliable, clean, efficient, affordable, and available transportation/mobility option
- Expanding mobility options to better serve and connect economically impacted communities
- Ensuring equitable access to service, including access to equitable payment methods and fares
- Improving the quality of life for Los Angeles County residents and ensuring that MBS operates as a “good neighbor/community” partner
- Ensuring connectivity to existing and/or planned transit, ATP, and/or micro-mobility services
- Ensuring flexibility and scalability to support temporary needs/special events (i.e., 2028 Olympics)
- Ensuring flexibility to integrate with innovative or alternative solutions (e.g., bike library), improve coordination and enable collaboration with other bike share programs and stakeholders (e.g., Long Beach, Santa Monica), and efficiently deploy new technologies/advancements.

**Program Models and Factors Examined**

Pursuant to Motion No. 41, staff obtained information and examined different operational models to support MBS. The models ranged from continuing the current contract model to full private sector/P3 operations, in-house operations, and hybrid/modified operations. Through the market survey, summarized in Attachment C, four predominant operating models were identified. The table below provides some characteristics for each model.

	<b>Privately Owned &amp; Operated (Privatized)</b>	<b>Non-Profit Operator</b>	<b>Publicly Owned - Privately Operated (Contracted)</b>	<b>Privately Owned - Publicly Managed (Contracted)</b>
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<b>Equipment</b>	Equipment owned by the operator	Potential mixed public/non-profit/for-profit operator ownership	Equipment owned by the agency	Equipment owned and provided by the contractor
<b>Program Cost</b>	Limited to no agency costs	Non-profit manages and/or operates program - may require an agreement and/or initial public agency funding support.	Agency covers all equipment and operating costs - generally highest agency cost model	Agency pays only operating costs - per the market survey, this model, with the exception of the fully privatized model, generally resulted in a lower overall cost to the agency
<b>Program Management</b>	Stations sited and Fares set by the operator. Fares were generally higher than publicly funded systems.	Non-profit with City support responsible for station siting. Non-profit sets fares. Fares were generally higher than the other models.	Stations sited by and Fares set by the agency. Fares were lower than privatized or non-profit models.	Stations sited by and Fares set by the agency. Fares were lower than privatized or non-profit models.
<b>Equity</b>	Equity focused expansion concerns	Expansion is challenging due to funding limitations	Expansion is more challenging due to the need to purchase equipment	Expansion is more streamlined
<b>Agency Control</b>	Less agency control	Less agency control	Greater agency control	Greater agency control

Based on the assessment conducted, the Privately Owned/Publicly Managed alternative is the best model for meeting the motion’s goals of equity, scalability, expansion, affordability/cost, and efficiency. This model affords Metro and its partner jurisdictions control over siting and fares consistent with the current model while creating efficiencies in terms of overall cost and incentivizing ridership as a factor in managing the contract.

**Proposed Metro Bike Share Operational Model**

The proposed operational model, most closely aligned with the Privately Owned - Publicly Managed model, will result in contracted service, but rather than the existing FFP milestone-based contract, the new contract would be performance-based with defined requirements. Payment may be based on a more defined fixed unit rate reimbursement/subsidy model (for example, price per ride or station) and/or other similarly negotiated factors that would take into account performance/service levels, availability, and ridership considerations, with the objective of better aligning the goals, performance

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and cost of the program between the contractor and Metro. Additionally, staff is proposing that Metro no longer own or directly purchase MBS equipment; the equipment would instead be provided by the contractor who will also be responsible for managing the operations of MBS pursuant to the defined performance and service level requirements. It is anticipated that the transfer of ownership will not only reduce the need for Metro to incur direct capital costs but will streamline expansion and system improvements. This proposed model is not new as similar deployments are successfully operating in Paris, Barcelona, and Mexico City. Of the national programs, many operate under a fully privatized model, which is not recommended due to equity, fare, and agency management/oversight concerns. The proposed model seeks to blend some of the lower cost benefits of the privatized model while still providing agency oversight on the deployment and management of the system.

The objective of this model is to realign roles and responsibilities. Metro and our partners would focus on performance, while the contractor would provide the industry expertise required to efficiently operate and maintain the service and ensure the system is kept up to date. The model will ensure that Metro retains management oversight and control over certain key elements of MBS, such as fare structure, bike availability, system performance, and station placements. Retaining this oversight and control is important to ensure that MBS is operating in support of Metro's and not the operator's goals. Retention of these rights will ensure that Metro can advance MBS expansion into EFCs as well as investigate and implement new tiered-based fare structures to improve system access for reduced fare riders. Additionally, examining tiered-based fare pricing opportunities may allow Metro to better support and connect customers to transit infrastructure for their fixed or multi-modal trips in an effort to improve the overall transit experience (e.g. providing a bike fare discount for vanpool customers, monthly pass holders, etc.). Metro will engage with its partner agencies and contractor to ensure system and ridership growth, as well as innovations that can improve service and potentially lower operating costs. It is anticipated that this model will increase flexibility, provide greater transparency, improve performance, and cost management, and spur ridership and system growth beyond current partners and locations. These benefits are anticipated to encourage and enable a more efficient and effective expansion of MBS into a regional program. (Attachment A)

Staff anticipates that this model will enable a more effective and efficient expansion of MBS. Through discussions with local stakeholders, it has become clear that the expansion of MBS into other cities has stalled due to cost considerations. Staff expects that this model will result in a reduction in overall cost that will enable a more substantive dialog with interested stakeholders and result in an expansion of the program into areas outside of the City of Los Angeles. Any discussions on modification to the current cost-sharing formula are pending and will be conducted in a more informed manner once the cost associated with the new model has been negotiated.

## **EQUITY PLATFORM**

The approval of the proposed MBS operational Privately Owned-Publicly Managed model will realign roles and responsibilities, and ensure Metro retains management control over certain key elements of MBS, such as fare structure, bike availability, system performance, and station placements.

To ensure that the recommended model advances equity, staff used a Rapid Equity Assessment Tool for further analysis. Results indicate that the model will allow Metro to maintain low bike share fares. MBS will ensure that participants of the LIFE and Reduced Fares programs continue to have access to service with continued discounted fare media. The reduction of operations and maintenance costs

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for Metro and partners will also allow the program to be implemented in more equity focused areas. This recommendation will benefit communities that would like to have MBS but have found that the current cost and program type are prohibitive. Additionally, Metro is committed to continue outreach and coordination activities with neighborhoods and community-based organizations in support of ensuring robust representation from EFCs and marginalized communities and will investigate the best path forward toward the effective integration of adaptive and accessible bikes as the MBS program evolves to meet agency goals and customer needs.

The operational model will not only continue to enhance the service MBS currently serves in the EFC communities of Downtown/Central Los Angeles, Westside, and North Hollywood (Attachment E), but will encourage and enable a more efficient, and effective expansion of MBS into a regional program.

### **DETERMINATION OF SAFETY IMPACT**

Metro's safety standards will be improved through the approval of this recommendation by ensuring the continued operation of a safe and secure bike share program.

### **FINANCIAL IMPACT**

Approval of this recommendation will not impact the FY2023 budget, since funding for this program is from Measure M 2%, City of Los Angeles subsidy, fares, and operating-eligible funding to bridge any gaps, and is already included under Cost Center 4540. There is no immediate impact on the current budget and no budget amendment will be required. Staff will continue to seek new and/or alternative funding, including grants and sponsorship opportunities, to support future MBS capital and operational costs. Staff will ensure that any available operating-eligible funding will be utilized for non-capital MBS expenses.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

MBS program supports the following Vision 2028 Strategic Plan Goals:

1. Provide a high-quality mobility option that enables people to spend less time traveling.
2. Deliver an outstanding trip experience for all users of the transportation system.
3. Enhance communities and lives through mobility and access to opportunity.
4. Transform LA County through regional collaboration and national leadership.
5. Provide responsive, accountable, and trustworthy governance within the organization.

### **ALTERNATIVES CONSIDERED**

The Board may choose not to approve the updated MBS operational model; however, this alternative is not recommended. The current contract is scheduled to end on July 30, 2023, and the MBS program will not be operational without a new contract in place. MBS operated successfully through the COVID-19 pandemic without any reduction in service and is now on track to recover most, if not all, ridership. Approval of the updated model is needed to provide seamless service and this path forward has the greatest potential of reducing cost while ensuring the appropriate degree of authority over key components of MBS. Other models will either increase costs or require Metro to relinquish authority, neither of which will support the Board's goals as outlined in Motion No. 41.

## NEXT STEPS

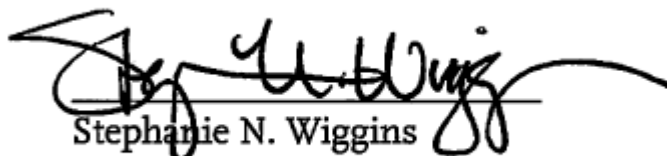
Upon Board approval of the current action, staff will prepare and release the appropriate procurement action for the MBS program focused on the updated MBS operational model. Staff will report back on the results of the procurement action at the time of award of the new contract.

## ATTACHMENTS

- A - Privately Owned - Publicly Managed Model Summary
- B - Motion 41 - Improving the Effectiveness and Sustainability of Metro Bike Share
- C - Motion 41 - Summary Update
- D - Market Survey Tables 1 and 2
- E - Metro EFC Map 2022

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Stephanie N. Wiggins  
Chief Executive Officer

## Attachment A

### Privately Owned – Publicly Managed Model Summary

The following is a summary of key attributes of the Privately Owned - Publicly Managed model:

- System owner (agency) retains rights – system fares, station siting decisions, expansion decisions, bike loss mitigation strategies, etc.
- Agency will define performance/service level requirements – system bike availability, ridership, rides per bike and other metrics, maintenance standards, type of bikes (e-bike, classic pedal, docked, undocked), etc.
- System operator (contractor) owns and provides the bicycles and associated equipment as part of contract
- Contractor will provide overall bike share operations and maintenance and will support system expansion
- Revenue (fare & sponsorship) can be shared or owned entirely by either the agency or contractor to offset operating costs
- Model has benefits of both the privately owned and the publicly owned models and is most aligned in meeting the mandate of Board Motion 41
- Reducing cost will address a key concern of interested parties outside of the City of Los Angeles to join Metro Bike Share
- Similar model is used in Paris, Barcelona and Mexico City
- Generally found to have the lowest fares of any model – agency controlled
- Agency has reduced or no responsibility for lost or stolen bikes
- Improved system scalability and expandability as the model enables a more efficient and agile expansion path
- Optimal alignment of roles and responsibilities – agency is responsible for expansion, performance and cost management; Contractor, as the subject matter expert, is responsible for provision of equipment, operations and maintenance
- Improved opportunity to reduce and manage costs, while improving service and increasing ridership
- Improves alignment between Agency and Contractor in operation and performance of the system
- Improves equipment updates and innovations as this will not be tied to agency funding



# Metro

## Board Report

File #: 2021-0743, File Type: Motion / Motion Response

Agenda Number: 41.

### EXECUTIVE MANAGEMENT COMMITTEE NOVEMBER 18, 2021

#### Motion by:

#### **DIRECTORS KREKORIAN, GARCETTI, KUEHL, AND SANDOVAL**

#### Improving the Effectiveness and Sustainability of Metro Bike Share

Metro Bike Share, a county-wide bike share program, launched in 2016. Since then, Metro has had over 3,300 bicycles in the system, consisting of a mix of Classic, Smart, and E-bikes.

Currently, Metro only has 38% of the total original fleet remaining in operation. Metro Bikes have been targets of theft, and rates of fleet loss ebb and flow as new methods of theft are discovered and addressed. The Metro Bike Share team has increased efforts to recover lost and stolen bicycles but this is not sustaining the fleet and the program does not have an established fleet replenishment strategy. As a result, fewer Metro Bikes are available for use, which degrades the quality of service available to the public.

Affordable, accessible public transportation and active transportation options such as Metro Bike Share are a cornerstone of meeting our region's climate goals. As local jurisdictions in the County continue expanding bicycle infrastructure and mobility options to meet climate goals and improve the quality of life for residents, a successful and sustainable Metro Bike Share program is more important than ever.

**SUBJECT: IMPROVING THE EFFECTIVENESS AND SUSTAINABILITY OF METRO BIKE SHARE**

#### **RECOMMENDATION**

APPROVE Motion by Directors Krekorian, Garcetti, Kuehl, and Sandoval that the Board direct the Chief Executive Officer to report back in 90 days on:

- A. An action plan to stabilize the current fleet size including actions for how to identify, prioritize, and address new mechanisms of theft as they arise.
- B. An action plan to address equitable access in the current program and in any future form of the program. This plan shall include recommendations on issues such as serving people who may be unbanked, addressing the digital divide, and keeping fare cost low.

- C. A plan to provide uninterrupted service as the next iteration of the program is determined and executed.
- D. A plan to convene an industry forum (as was performed for Metro Micro) to bring together academics, cities with existing bike share programs, community stakeholders, and industry experts to provide recommendations on advancing Metro Bike Share beyond the current contract in one of several forms including but not limited to:
1. Continuing Metro Bike Share as a contracted service,
  2. Operating the program In-house with Metro employees,
  3. A private-sector model with financial subsidy provided by Metro.
- E. Performing a market survey to identify best practices and business models among existing bike-share systems in the US, and comparable global systems (e.g., Paris, London, Barcelona, Madrid, and Mexico City), and to develop comparative data on subsidy cost per ride, total ridership, size of fleet, vehicle technology, theft and damage loss and prevention, and alternative financing sources like sponsorship and advertising.
- F. Recommendations for continuing and evolving the Metro Bike Share program to meet the goals of the agency, with countywide stakeholder engagement and consideration of cost-sharing, with the goal of expanding service area and local participation to all subregions in the County. These recommendations should include eligible local, state, and federal funding sources for capital and operations budgets, as well as legislative opportunities to expand such funding eligibility.



## Motion 41 Response Summary Update

	Motion 41 Recommendation Update	Status	Activities/Notes
A	Action plan to stabilize the fleet size	Ongoing	<ul style="list-style-type: none"> <li>-Added 500 new bicycles, increasing the fleet size to 1,800 and established 10% inventory;</li> <li>-Established goal of &lt;1-2% monthly bike loss, consistent with industry standards;</li> <li>-Procured GPS units to ensure 100% GPS coverage for entire fleet;</li> <li>-Continually working with Operator on improved tracking and recovery of lost bikes;</li> <li>-Launched educational campaign to encourage correct docking of bikes</li> </ul>
B	Action plan to address equitable access in current program and future form of program	Ongoing	<ul style="list-style-type: none"> <li>-In-person survey to collect data on digital divide;</li> <li>-Collaboration to introduce MBS through digital skills classes;</li> <li>-Investigating and developing partnership opportunities with programs serving the unbanked (i.e., Metro LIFE, Angeleno Connect, MoCaFi);</li> <li>-Pursuing Metro/TAP solutions for the unbanked through PayNearMe and Mobility Wallet in addition to LIFE and Reduced Fares programs</li> </ul>
C	Uninterrupted service plan as next iteration of the program is determined	Completed	-Current MBS Operations Contract extended through July 2023
D	Plan to convene industry forum bringing together partners, stakeholders and experts to provide recommendations to advance MBS	Completed	<ul style="list-style-type: none"> <li>-Hosted an industry forum at The California Endowment in Los Angeles on Monday, August 22, 2022</li> <li>-Forum convened academics, cities with existing bike share programs, community stakeholders, and industry experts</li> <li>-Provided information for consideration of future MBS operations</li> </ul>
E	Perform market survey to identify best practices and business models among existing bike-share systems (local and global)	Completed	-Metro Bike Share completed a market survey with the participation of 15 programs (10 domestic and 5 international)
F	Recommendations to evolve Metro Bike Share program	Ongoing	<ul style="list-style-type: none"> <li>-The October 2022 action requesting approval of the updated Metro Bike Share operational model and path forward ensuring system and ridership growth, innovation to improve customer experience and potentially lower operating costs;</li> <li>-Continue engagement with partners, stakeholders and internal Metro resources to identify potential new funding sources and/or legislative opportunities</li> <li>-Continue engagement with interest based jurisdictions as the details of the new model are identified</li> </ul>

Bike Share Market Survey Summary (General Information)

Type	Location	System Name	Fleet Size	Daily Ridership	Sponsorship	Operational Model
Domestic	Los Angeles	Metro Bike Share	1,800	800	Small-scale sponsorship program	Publicly Owned - Privately Operated (Contracted)
	Santa Monica (bike)	Lyft	unknown	unknown	Permit Only	Privately Owned & Operated (Privatized)
	Atlanta	Relay Bike Share	500	unknown	Georgia's Own Credit Union	Privately Owned & Operated (Privatized)
	Austin	Metro Bike	847	806	Big Outdoor	Non-Profit Operator
	Chicago	Divvy	16,000	13,500	Lyft	Privately Owned & Operated (Privatized)
	Detroit	MoGo	645	unknown	Henry Ford Health System and HAP	Non-Profit Operator
	Honolulu	Biki	1,300	unknown	Small-scale sponsorship program	Non-Profit Operator
	Long Beach	Long Beach Bike Share	400	unknown	Small-scale sponsorship program	Publicly Owned - Privately Operated (Contracted)
	New York	Citi Bike	24,000	115,500	Citibank	Privately Owned & Operated (Privatized)
Philadelphia	Indego	1,500	2,500	Independence Blue Cross	Privately Owned & Operated (Privatized)	

**Bike Share Market Survey Summary (General Information)**

Type	Location	System Name	Fleet Size	Daily Ridership	Sponsorship	Operational Model
Domestic	SF Bay Area	Bay Wheels	7,000	6,250	Lyft (Mastercard is presenting sponsor)	Privately Owned & Operated (Privatized)
	Washington DC	Capital Bikeshare	7,000	7,500	Arlington, one of several areas in the program, has a Superlative Group as a presenting sponsor	Publicly Owned - Privately Operated (Contracted)
International	Barcelona	Bicing	7,000	42,000	None, sponsorships expected in the future	Privately Owned - Publicly Managed (Contracted)
	London	Santander Cycles	12,000	32,000	Santander	Publicly Owned - Privately Operated (Contracted)
	Madrid	BiciMAD	2,964	12,000	None, sponsorships will be allowed in 2023	Publicly Owned and Operated
	Mexico City	ECOBICI	6,700	30,000	None, sponsorships will be allowed under new contract	Privately Owned - Publicly Managed
	Paris	Vélib' Métropole	19,000	110,000	None, sponsorships are prohibited	Privately Owned - Publicly Managed

- Per the 2022 bike share market survey, Metro is one of the most affordable bike share systems available
- Metro Bike Share (MBS) reduced fares (monthly and annual programs) are available through TAP including LIFE
- The MBS mobile app and website offer reduced passes through EBT verification, however, Metro will continue to review options to serve unbanked customers and those with technology access issues
- Reduced fares and passes are available to individuals eligible for federal and state benefit programs such as WIC, Medical, SNAP, and others. Requirements may vary between cities
- Subsidy cost per ride information is not readily available and/or disclosed by sponsors

Bike Share Market Survey Summary (Fare Information)

Type	Location	Classic		E-Bike		Monthly Pass	Annual Pass	Reduced Fare
		Unlock Fee	Base Fare	Unlock Fee	Base Fare			
Domestic	Los Angeles	N/A	\$ 1.75	\$ 1.00	\$ 1.75	30-Day pass is \$17, with no unlocking fees for E-bikes	365-Day pass is \$150, with no unlocking fees for E-bikes	\$5 monthly pass \$50 annual on TAP reduced fares and LIFE, and w/ operator using EBT verification
	Santa Monica (bike)	N/A	N/A	\$ 1.00	\$ 14.70	Monthly pass not available	Annual pass not available	Membership has no monthly fee \$0.50 unlock and \$0.15 per minute rides
	Atlanta	N/A	\$ 3.50	N/A	No E-bikes	\$15 for 90 minutes of daily ride time	\$120 for 90 minutes of daily ride time	\$5 monthly pass \$10 college student pass
	Austin	N/A	\$ 12.99	N/A	No E-bikes	\$11 unlimited 60-minute rides	\$86.60 unlimited 60-minute rides	One-time \$5 annual pass \$12 annual pass for University of Texas at Austin students
	Chicago	\$ 1.00	\$ 4.80	\$ 1.00	\$ 11.70	Monthly pass not available	Annual pass is \$119 for unlimited 45-minute rides on Classic bikes only; \$0.16 per minute on Classic bikes and E-bikes; No unlocking fees	One-time \$5 annual membership fee: -Unlimited 45-minute trips -\$0.05 per minute on Classic and E-bikes -\$0 unlocking fees
	Detroit	\$ 1.00	\$ 7.50	N/A	No E-bikes	\$20 for unlimited 60-minute rides; \$0.25 per minute afterwards	\$90 for unlimited 60-minute rides; \$0.25 per minute afterwards	\$5 annual pass: -Unlimited 60-minute rides -\$0.25 per minute afterwards -Eligible senior pass at \$70 for unlimited 60-minute rides, \$0.25 per minute afterwards
	Honolulu	N/A	\$ 4.50	N/A	No E-bikes	\$15 for unlimited 30-minute rides; \$25 for unlimited 60-minute rides	Annual pass not available	Reduced fares not available
	Long Beach	N/A	\$ 7.00	N/A	No E-bikes	\$15 for 90 minutes of daily ride time; \$0.12 per minute afterwards	\$120 for 90 minutes of daily ride time; \$0.12 per minute afterwards	50% discount for monthly student pass only
	New York	N/A	\$ 3.99	N/A	\$ 6.90	Monthly pass not available	Unlimited 45-minute rides on Classic bikes only for \$185 annual pass; \$0.15 per minute (capped at \$3) for E-bikes; \$0.15 per minute after 45 minutes	\$5 monthly pass: -Additional \$0.05 for E-bikes (capped at \$3) -\$0.15 per minute after 45 minutes

**Bike Share Market Survey Summary (Fare Information)**

Type	Location	Classic		E-Bike		Monthly Pass	Annual Pass	Reduced Fare
		Unlock Fee	Base Fare	Unlock Fee	Base Fare			
Domestic	Philadelphia	N/A	\$ 15.00	N/A	\$ 21.00	Unlimited 60-minute rides for \$20 on Classic bikes only; Additional \$0.20 for E-bikes and after 60 minutes	Unlimited 60-minute rides for \$156 on Classic bikes only; Additional \$0.20 per minute for E-bikes and after 60 minutes	\$5 monthly pass \$48 annual pass -Additional \$0.07 for E-bikes and after 60 minutes
	SF Bay Area	N/A	\$ 3.49	N/A	\$ 12.49	Unlimited 45-minute rides for \$29 on Classic bikes only; Additional \$0.20 per minute for E-bikes	Unlimited 45-minute rides for \$169 on Classic bikes only; Additional \$0.20 per minute for E-bikes	\$5 monthly pass -Additional \$0.05 per minute for E-bikes, capped at \$1; Integrated with Clipper card
	Washington DC	\$ 1.00	\$ 1.50	\$ 1.00	\$ 4.50	Unlimited 45-minute rides for \$20 on Classic bikes only; Additional \$0.05 per minute on Classic bikes and \$0.10 per minute for E-bikes; No unlocking fees	Unlimited 45-minute rides for \$95 on Classic bikes only; Additional \$0.05 per minute on Classic bikes and \$0.10 per minute for E-bikes; No unlocking fees	\$5 annual membership fee: -Unlimited 60-minute rides -Additional \$0.05 per minute for Classic bikes -\$0.10 per minute for E-bikes
International	Barcelona	N/A	N/A	N/A	N/A	Monthly pass not available	\$50.15 for an annual pass provides unlimited 30-minute rides; Additional \$0.35 for E-bikes	Reduced fares not available
	London	N/A	\$ 2.60	N/A	No E-bikes	Monthly pass not available	\$117.20 for unlimited 30-minute trips within 24 hours	Free day passes offered to health care and essential workers
	Madrid	N/A	N/A	N/A	\$ 2.04	Monthly pass not available	\$25.07 for annual subscription for non-transit users; Unlimited 30-minute rides; Users pay \$0.60 for up to 2 additional hours	\$15.32 annual subscription fee for public transit users
	Mexico City	N/A	\$ 5.69	N/A	\$ 5.69	Monthly pass not available	\$25.12 for annual pass; Unlimited 45-minute rides	Unknown
	Paris	N/A	\$ 3.01	N/A	\$ 3.01	Monthly pass not available	\$37.34 for unlimited 30-minute rides on Classic bikes	Reduced fares offered to users under 24, users over 60, and participants of social programs

# Attachment E - Metro EFC Map

ArcGIS Metro EFC Map 2022 (Web Map)

Open in Map Viewer Modify Map Sign In

Details Basemap

Share Print Measure Find address or place

About Content Legend

## Legend

### Metro Rail and Busway

#### Metro Rail

- A Line (Blue)
- B Line (Red)
- C Line (Green)
- D Line (Purple)
- E Line (Expo)
- L Line (Gold)

#### Metro Busway

- G Line (Orange)
- J Line (Silver)

### Metro EFC Map 2022

- EFCs (Updated 2022)



Trust Center Legal Contact Esri Report Abuse

County of Los Angeles, California State Parks, Esri, HERE, Garmin, SafeGraph, FAO, METI/NASA, USGS, Bureau of Land Management, EPA, NPS



# METRO BIKE SHARE

## PATH FORWARD – UPDATED OPERATIONAL MODEL

**Operations, Safety, and Customer Experience Committee**

**October 20, 2022**



# METRO BIKE SHARE PROGRAM OVERVIEW & MOTION 41 UPDATE

## Program

- Initiated program in 2015 and deployed bikes in 2016
- Past funding includes partner funding share, fares and Prop C 25% to fill the gap
- Measure M 2% ATP funds have been used to support capital costs
- Staff will ensure that operating-eligible funding will be used for non-capital expenses
- Service Area: Downtown/Central Los Angeles, Westside and North Hollywood
- Established Fleet Size: 1,800
- Ridership: Over 1.5M to date; FY22 = 228,000; FY23 (Projection) = 300,000
- Costs Shared with Partner(s):
  - ✓ Capital: Metro (50%) and City of Los Angeles (50%)
  - ✓ Operations & Maintenance: Metro (35%) and City of Los Angeles (65%)
- Firm-fixed price milestone-based contract – expires July 2023
- Fare: \$1.75/30 minutes (classic and e-bikes)
- Reduced fares available through:
  - ✓ Monthly Pass (regular \$17; reduced \$5)
  - ✓ Annual Pass (regular \$150; reduced \$50)

Motion 41	Directive	Status
A	Stabilize the fleet	❖ Ongoing
B	Address equitable access in current program and future form of program	❖ Ongoing
C	Uninterrupted service as next iteration of the program is determined	✓ Completed
D	Convene industry forum to provide recommendations to advance MBS	✓ Completed
E	Perform market survey to identify best practices and business models	✓ Completed



# BIKE SHARE MARKET SURVEY/FORUM SUMMARY

## Findings:

- Four main operational models in use
- Metro has one of the most affordable bike share systems nationally
- System owners are mostly responsible for lost/missing bikes
- Annual bike loss fluctuates between 2% to 16%
- Unbanked and digital divide concerns are prevalent, and no system has a tested solution
- Depending upon the model, equity and expansion can be problematic
- System sponsorships are varied with some, like New York, have a title sponsor
- Reported annual sponsorship revenue ranges from \$3.5M to \$7.5M
- E-bikes are popular and generate the most trips but having a mixed fleet is important for trip purposes
- Reduced fares are common for domestic systems and are provided through a monthly or annual pass
- MBS fleet size, ridership and fares are in the lower ranges compared to peer agencies
- Local interested partners exist but there is a concern regarding overall cost and the cost sharing percentages
- Some locals have implemented their own programs (Long Beach, Santa Monica) and others have recently deployed bike library programs

# BIKE SHARE MARKET SURVEY/FORUM SUMMARY

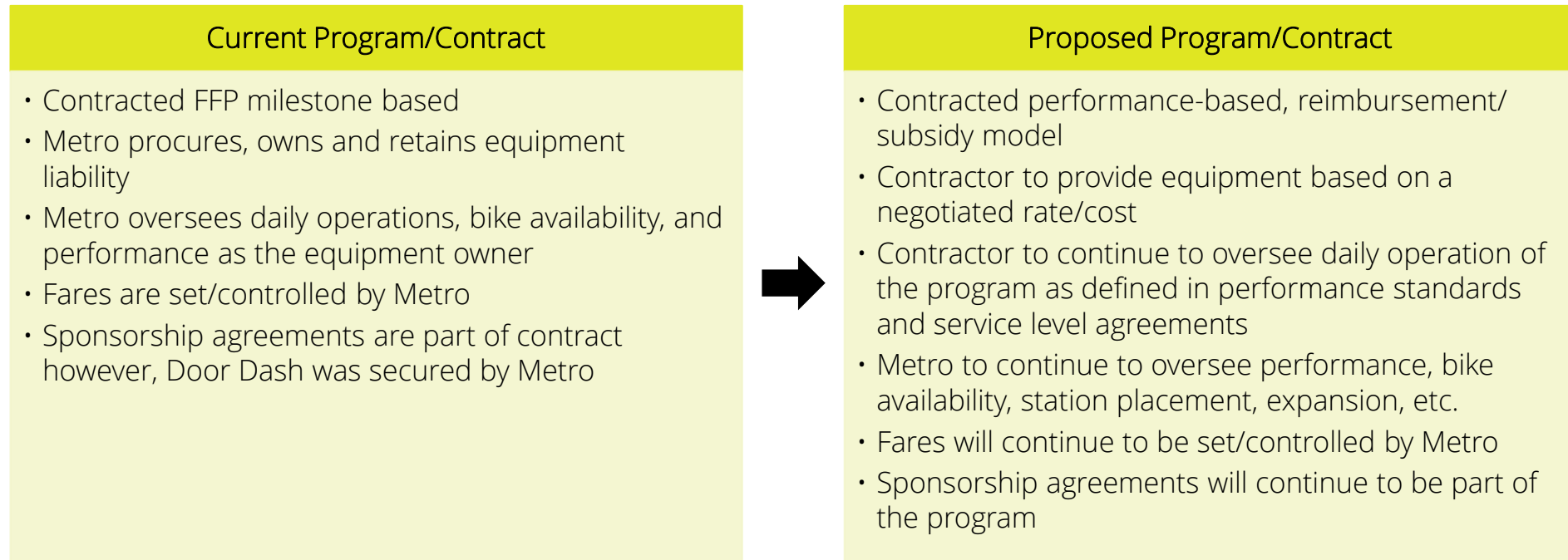
## Program Models:

	Privately Owned & Operated (Privatized)	Non-Profit Operator	Publicly Owned - Privately Operated (Contracted)	Privately Owned - Publicly Managed (Contracted)
<i>Equipment</i>	Equipment owned by operator	Potential mixed public/non-profit/for-profit operator ownership	Equipment owned by agency	Equipment owned and provided by contractor
<i>Program Cost</i>	Limited to no agency costs	Non-profit manages and/or operates program – may require an agreement and/or initial public agency funding support	Agency covers all equipment and operating costs – generally highest agency cost model	Agency pays only operating costs – per the market survey, this model, with the exception of the fully privatized model, generally resulted in a lower overall cost to the agency
<i>Program Management</i>	Stations sited and Fares set by operator. Fares were generally higher than publicly funded systems.	Non-profit with City support responsible for station siting. Non-profit sets fares. Fares were generally higher than the other models.	Stations sited by and Fares set by agency. Fares were lower than privatized or non-profit models.	Stations sited by and Fares set by agency. Fares were lower than privatized or non-profit models.
<i>Equity</i>	Equity focused expansion concerns	Expansion is challenging due to funding limitations	Expansion is more challenging due to need to purchase equipment	Expansion is more streamlined
<i>Agency Control</i>	Less agency control	Less agency control	Greater agency control	Greater agency control

# DIRECTIVE F: RECOMMENDATION TO EVOLVE THE METRO BIKE SHARE PROGRAM *OPERATIONAL MODEL*

Factors Examined to Support for a Greater Opportunity for Sustainable Success:

*Equity, Scalability, Expansion, Affordability/Cost & Efficiency*



# NEXT STEPS

- Initiate procurement activities to secure a Contractor with the goal of enabling a customer centric seamless transition
  - Deploy multi-year performance/service level agreement contract with fixed unit rate/reimbursement elements
    - Contractor to provide and be responsible for equipment and contracted Operations and Maintenance
    - Metro to retain certain management rights/controls
- Pursue new sponsorship opportunities
- Continue investigation and implementation of equitable access solutions – Mobility Wallet, Pay-Near-Me, TAP integration, etc.
- Investigation of possible new tiered fare structures – expansion of reduced fare solutions
- Continue engagement with partners, stakeholders and internal Metro resources to identify new funding sources and/or legislative opportunities
- Continue engagement with interest-based jurisdictions as the details of the new model are identified



## Board Report

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**File #:** 2022-0669, **File Type:** Informational Report

**Agenda Number:** 41.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

**OCTOBER 20, 2022**

**SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

#### **ISSUE**

Metro's main priority is providing riders with a safe experience and work environment for employees. As noted in the 2021 Public Safety Survey, safety is a top concern for riders - about four-in-ten respondents who have reduced their Metro ridership cited their safety (not related to COVID) as a reason. Metro is researching, listening, reassessing current safety programs, and launching new safety initiatives. This report provides a status update on these public safety initiatives.

#### **BACKGROUND**

Metro's mission is to provide a world-class transportation system that enhances the quality of life for all living, working, and playing in LA County. Metro has implemented several non-law enforcement initiatives aimed at improving public safety and providing riders with the tools to report crime and foster an environment where they are empowered to look out for themselves and each other. The Chief Safety Office continues to incorporate information from surveys, customer complaints, and physical security assessments, amongst others, to analyze a wide array of safety-related issues. Using this information, Metro will formulate solutions to problems, anticipates future issues, and develops programs and initiatives for areas needing improvement.

#### **DISCUSSION**

The Chief Safety Office is responsible for the strategic and cohesive deployment of a public safety program. Through agency collaboration, the focus is to increase a safety presence in the system, protecting Metro riders, employees, and infrastructure, and conducting fare and code enforcement. Furthermore, the Chief Safety Office oversees safety programs and tools such as the Respect the Ride pilot, the Transit Watch app, and other efforts that are responsive to the security needs of riders

and employees. The following initiatives outline the status of existing programs and the research efforts for new initiatives.

## RESPECT THE RIDE

Respect the Ride initiative expanded to the Westlake/MacArthur Park Station on August 15, 2022. As a result, the following actions were implemented at the station: daily cleanup and maintenance, ongoing station lighting improvements, additional cameras, brief cam technology, replaced the existing trash cans with upgraded trash bins, and the Ancillary Door Operation to minimize the number of "hatch alarm" calls, trespasser calls, ancillary intrusion alarms, and cleanup requests. We dedicated 16 Westlake/MacArthur Park station cameras into our Briefcam and Genetec platform to aid in identifying vandalism incidents on our system. As a result, this effort has helped reduce CCTV viewing time and provides real-time alerts to address safety issues on our system. Additional workstations and licenses have been added to assist with integrating existing cameras into our CCTV infrastructure. Staff has also identified three video analytics capabilities (Remark, Vintra, Ambient) to pilot with the Genetec platform to aid in safety and security incident alerting and identification.

Respect the Ride was recently expanded to the Hollywood/Highland Station on September 26, 2022. This deployment is expected to last 30 days; updates on this deployment will be reflected in next month's report. Furthermore, as we prepare for the opening of the K Line, Transit Security Officers will be reassigned from Union Station to 7<sup>th</sup>/Metro, and officers at 7<sup>th</sup>/Metro will be assigned to support the K-Line.

### *Bus Officers Pilot*

As a result of bus operator feedback, the Respect the Ride Bus Officers pilot was launched on August 31, 2022 on bus lines 18 and 53. These bus lines serve areas identified as problematic lines by operators during a division RAP session. Transit Security Officers focused on conducting fare enforcement and enforcing the Code of Conduct. In addition, the pilot consisted of LAPD's Bus Riding Team (BRT) units; each unit was assigned a bus route and worked with Transit Security Officers. While two Transit Security Officers boarded a bus route, the assigned BRT unit would maintain a high visibility presence in their police vehicle. When Metro security needed BRT assistance, they communicated with the BRT unit, and the officers would broadcast their location and create an incident number. This operation was established to provide bus operators with a greater sense of safety based on reported assaults against the bus operators themselves.

The bus operators were pleased with each officer's service and professionalism. Here are some of the comments received from bus operators:

- "With Officers on the bus, riders behave and don't start any problems. It's a safer environment for me to drive the bus and for the passengers. I don't have to worry about calling the BOC or dealing with unruly riders."
- "We (Operators) have been asking for this for a long time. Not just having Officers come ask us if everything is okay during our layover, but actually having them ride the bus with us. It sets a tone and lets passengers know they have to respect the Operator and they have to behave

on the bus. I hope this continues and you also focus on some of the other problem areas.”

- “People have no respect for Operators. They feel they can come on the bus and do whatever they want. Even for this short distance, with the Officers on board, I can just focus on driving my bus and not worry about the riders. I don’t have to stress about who’s coming on board every time I open the door. All I want to do is just drive the bus. I hope this continues regularly and not just for a few days. If people see the Officers and know there are consequences for misbehaving on the bus, things will get better.”

We are working on expanding the pilot to densely populated corridors and major transfer points with the highest ridership and data showing bus operator assaults. Staff will continue to attend the RAP sessions and collect feedback from other divisions and Transit Security personnel.

## PHYSICAL SECURITY

Physical Security continues to support Metro in securing the transit system by updating the Metro Rail Design Criteria, Section 12, to reflect the newest developments in technology and crime prevention by environmental design. The newest edition of Section 12 is ready for approval by Metro and promulgation after signatures are obtained. In addition, staff continues to review upcoming construction project drawings to include the Eastern San Fernando Valley, Purple Line extension segment 3, the Gold Line extension, and the LA Bike Path. Staff is also significantly involved in the Security System Management Plan approval process for the Crenshaw Line and the Regional Connector, and the subsequent inclusion of these lines into the System Security Plan, a California Public Utilities annual requirement.

Metro has successfully obtained federal grants from the Transportation Security Grant Program for Union Station projects (fencing and CCTV upgrades) in the amount of \$1,593,500 for the fence and \$2,071,000 for the CCTV upgrade. We also successfully obtained \$1,444,000 in grant funds for law enforcement overtime for law enforcement patrols on our system.

### *Security Operations Center (SOC)*

The Security Operations Center (SOC) upgrade project in the Gateway building has issued 30% drawings and received feedback from stakeholders. Additionally, requirements continue to be collected and modified based on the input of the project stakeholders. A temporary relocation space has been identified, and those requirements are currently being defined and considered.

The SOC serves as the coordination center for all task management and workflow for the Transit Security Department. The SOC is currently being upgraded and reconfigured to improve its operational functionality, increase value to the Chief Safety Office, streamline current operations, and enhance its capability to provide connectivity, safety, and security to the Transit Security Officers and Metro staff. In its current configuration, the SOC has outdated equipment, including computers that are over ten years old and video monitoring systems unable to switch and share views of safety and security incidents. Given the criticality of the SOC to Transit Security Operations, special events, and emergency operations, addressing these issues is essential to critical path activities such as crime reduction and providing an increased security posture across the Metro system.

The upgrade to the SOC will allow real-time access to live video from anywhere Metro has cameras, including our mobile platform. Access to real-time video feeds, overlaid with next-generation technologies, allows the SOC to improve incident response and alerting and the ability to detect safety and security incidents as they happen and deploy resources to mitigate further risk or injury. This also provides access to archived video feeds for investigative review, historical trends, and insight into current and emerging issues impacting Metro lines. Another benefit of upgrading the SOC is the increased connectivity with the BOC/ROC, Transit Security Officers, building access alarms/systems, and employees. Lastly, these upgrades enhance the ability to run dispatch operations on behalf of the Emergency Operations Center when required. The SOC upgrade will emphasize on the multi-layered security approach to establishing a safe and secure transit environment for riders and employees.

1. Real-time feeds from Bus and Rail allow immediate detection of activities and personnel that adversely impact the safety of riders and employees. Examples include brandishing weapons/firearms, violent acts, destruction of property, or unauthorized access to sensitive and/or secure rooms or facilities.
2. Insight into historical safety and security issues adversely impacting riders throughout their Metro experience. This data would include Rail and Bus lines most prone to assaults on operators and patrons, thefts, and ride disruptions, coupled with an understanding of how large-scale events can impact the frequency by station, by line.
3. The insight would then inform where to properly surge either ambassador resources, Transit Security, or law enforcement by time of day, days of the week, weeks in a month, or certain periods within a year.
4. The ability to quickly pivot and collaborate on one or multiple scenarios is essential to rider safety. In its current construct, dated equipment compromises the effectiveness of information sharing and ensuring resources are able to triage and address situations as rapidly as possible. Large-scale special events increase the likelihood of multiple scenario events that require resources in a short period of time. The inability to pivot between incidents, address adequately with resources, and resume a safe and secure environment has an adverse impact on the Metro brand.
5. For a SOC and its associated resources (to include Transit Officers who rely on the SOC for situational awareness) to have credibility, there must be a willingness for partners to engage with it and share information. If a SOC is known to lack the capability to provide top of the line service no matter what the situation, it loses credibility and subsequently engagement from both direct consumers and partners as well. In 2022, information sharing often hinges on SOCs having the most up to date technology and processes. Without adequate ability to collaborate and share information, the SOC is essentially blind to issues outside of its purview which may create a more hazardous environment for riders or employees.
6. The security and safety environment are increasingly dynamic, and the value of the SOC is measured by its effectiveness to ensure a safe environment. In this instance, the upgrades to technology allow us to decrease the latency in responding to security incidents, enhance coordination on multi-tiered events, and the deployment of resources at the right location/right time. All this impacts not only safety from a response standpoint but public perception and trust in the system.



## **EMERGENCY MANAGEMENT**

### *NCAA College National Championship at SoFi Stadium*

Emergency Management (EM) has begun initial planning meetings with SP+ Gameday firm scheduled for January 9, 2023. The event is anticipated to sell out, about 70K attendees are expected. Fan ridership is projected at 22% due to Crenshaw (K) Line operating, a 7% increase from Super Bowl gameday. EM will participate in a Tabletop Exercise for a specific disruptive scenario impacting the game and surrounding area.

### *Regional Connector Line*

In November, EM will conduct five emergency exercises and additional familiarization trainings with LAPD and LAFD to ensure local first responders have an understanding on emergency response activities on the new line and stations. This is a certification requirement to the California Public Utilities Commission prior to opening to the public:

- Historic Broadway Station - Train vs. Pedestrian
- Little Tokyo/Arts District Station - Multi Scenario Active Shooters
- Grand Avenue/Bunker Hill Station - Chemical Agent Release on Train
- Grand Avenue/Bunker Hill Station - Train Fire
- 2<sup>nd</sup>/Broadway Station - Train Derailment

### *The Great California ShakeOut Drill*

On October 20<sup>th</sup> at 10:20 am, Metro will participate for the 9<sup>th</sup> year in the Great California ShakeOut Drill. As part of the drill, EM requests all buses and trains to stop 'when safe to do so' for 30 seconds and announce to patrons that Metro is participating in this program's annual earthquake preparedness activities. Additionally, we request that our Metro operating facilities and teleworking staff participate.

### *National Preparedness Month*

In September, EM facilitated the observance of National Preparedness Month to increase awareness of all-hazards disaster preparedness and better prepare all Metro employees. In addition, EM hosted demonstrations of Metro's virtual reality bus & rail emergency response training system and disseminated agency-wide weekly email blasts with emergency preparedness tips and tools for all employees.

## **OPERATOR SAFETY**

### *Bus/Rail Operator Assaults and Bus Boardings*

In August, there were a total of sixteen (16) assaults on bus/rail operators, with nine (9) assaults

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occurring in LAPD's jurisdiction and seven (7) assaults occurring in LASD's jurisdiction. Furthermore, there were 19,652 bus boardings by LAPD officers and 4,275 bus boardings by LASD deputies.

The problem locations for the assaults have been identified by LAPD and LASD through daily analysis. The assaults on bus operators were committed by different suspects and four of the suspects were arrested.

## UPDATES ON SAFETY PROGRAMS

### *Deployment Assessment: Ancillary Door Operations*

The Ancillary Door Operations effort that began on July 31, 2022, for 7 days a week on a 24-hour operation concluded on August 13, 2022. It was found that this effort helped minimize the number of "hatch alarm" calls, trespasser calls, ancillary intrusion alarms, and clean-up requests.

The overall ancillary system resulted in:

- 88% reduction in ancillary clean-up requests
- 100% reduction in ancillary repair requests
- 20% reduction in ancillary trespasser removals

### *Body Worn Video*

The Body Worn Video (BWV) program was initiated in February 2021 to be part of a suite of Transit Security personnel equipment. This equipment will include a BWV and evidence management system. The BWV system will support criminal investigations and human rights and fairness related to riders utilizing the public transit system. In addition, the utilization of BWV can protect the public and employees alike. Funding was allocated to this initiative in FY23, and the program will be in place by the end of the fiscal year.

### *NARCAN Program*

In August, staff entered into a Memorandum of Agreement with the Los Angeles County Sheriff's Department to train and equip Transit Security Officers with NARCAN, so they can safely intervene when responding to a medical emergency of an opioid overdose. LASD completed the NARCAN train-the-trainer last week for about 18 MTS personnel and provided 200 Narcan kits. In addition, LASD provided two cases of extra Narcan supply for replacements. All training and supplies were provided at no cost to Metro. MTS instructors are in the process of training all MTS personnel and deploy NARCAN.

## LAW ENFORCEMENT HIGHLIGHTS

### *Los Angeles County Sheriff's Department Transit Services Bureau Weekly Report*

On Tuesday, August 16, 2022, Deputies from the Commuter Enhancement Team (CET) were riding the A-Line northbound from Willowbrook/Rosa Parks Station when their attention was drawn to a male adult suspect on the train. One of the Deputies observed a partially exposed firearm in the suspect's waistband. To minimize the risk of an exchange of gunfire, the deputies formulated a plan to apprehend the suspect at the Firestone Station. As the train pulled into the station, the male was taken into custody before he could exit. A loaded .45 semi-automatic handgun was recovered from

the suspect's waistband. A weapons check revealed the firearm was stolen.

On Wednesday, August 24, 2022, Deputies were conducting patrol checks along the A-Line's Florence Station. Deputies observed a vehicle with no front plate and tinted windows. They conducted a traffic stop to contact the driver regarding the violations and observed a bag with a substance resembling methamphetamine. They detained the driver and passenger pending a narcotics investigation. Upon further search of the vehicle, they recovered a 40 caliber, black semi-automatic "ghost gun" with a high-capacity magazine containing 16 live 40 caliber rounds and possession of controlled substance while armed. Both suspects were arrested.

On Tuesday, August 30, 2022, while patrolling the A Line, Deputies conducted a traffic stop near Del Amo Station on an illegally parked vehicle. During the detention, the deputies found the suspect possessing a controlled substance (marijuana) and located a loaded 40 mm semi-automatic handgun under the driver's seat. The suspect was arrested and booked for possession of a controlled substance while armed with a loaded firearm.

On September 1, 2022, deputies patrolled the Willowbrook/Rosa Parks Station when they observed a vehicle with numerous vehicle code violations. They conducted a traffic stop at Compton Avenue / Imperial Highway regarding the violations. Upon discovering the driver was on active parole, they detained him pending a parole conditions search. A 9mm handgun and a 15-round magazine (with live rounds) were recovered from under the driver's seat. The suspect was arrested for unlawfully possessing a firearm by a convicted felon.

On September 2, 2022, Deputies responded to the Azusa Station regarding a robbery that had just occurred. While waiting on the platform, another male attacked the victim and struck him on the head and face. Additionally, the suspect forcibly took the victim's phone. The responding Deputies arrived and immediately searched the surrounding area. They located and detained the suspect. The suspect was subsequently identified by the victim and arrested for robbery. The victim was transported to the hospital for further medical treatment as he sustained a deep laceration to the right side of his face.

### **EQUITY PLATFORM**

Through the Respect the Ride initiative, SSLE continues to find opportunities for environmental safety enhancements to complement additional presence on the system. In the case of the MacArthur Park station, safety enhancements such as detailed cleaning and camera upgrades were implemented. SSLE will continue to partner with Operations when deploying the Respect the Ride initiative at future locations and identify opportunities for environmental safety upgrades.

### **NEXT STEPS**

Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

### **ATTACHMENTS**

Attachment A - Systemwide Law Enforcement Overview August 2022

Attachment B - MTA Supporting Data August 2022

Attachment C - Transit Police Summary August 2022

Attachment D - Monthly, Bi-Annual, Annual Comparison August 2022

Attachment E - Violent, Prop, and Part 1 Crimes August 2022

Attachment F - Demographics Data August 2022

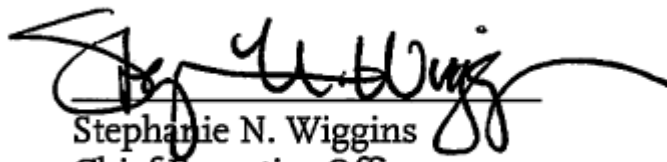
Attachment G - Bus & Rail Operator Assaults August 2022

Attachment H - Sexual Harassment Crimes August 2022

Prepared by: Andrew Black, Deputy Chief, System Security, and Law Enforcement Officer (213) 922-2771

Imelda Hernandez, Manager, Transportation Planning (213) 922-4848

Reviewed by: Gina Osborn, Chief Safety Officer, Chief Safety Office, (213) 922-3055



Stephanie N. Wiggins  
Chief Executive Officer

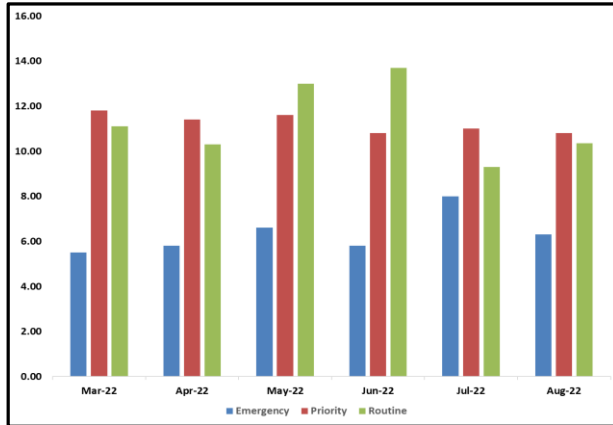
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

## AUGUST 2022

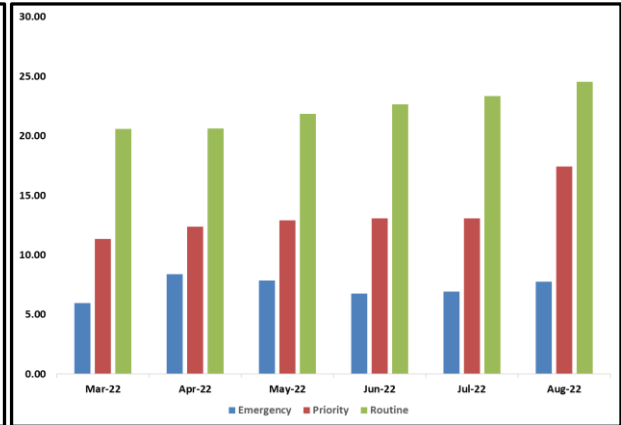
### Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and LBPD to respond to Emergency, Priority, and Routine calls

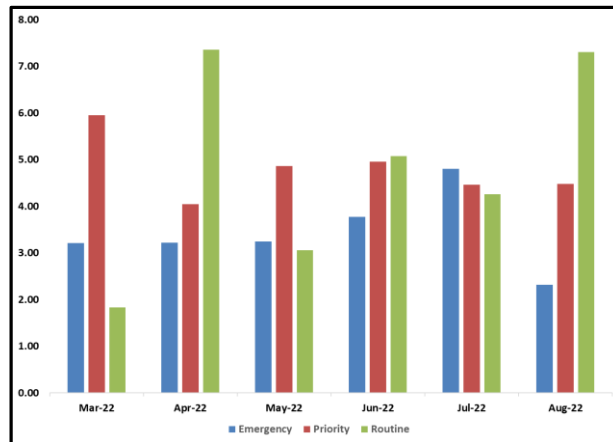
**LAPD**



**LASD**



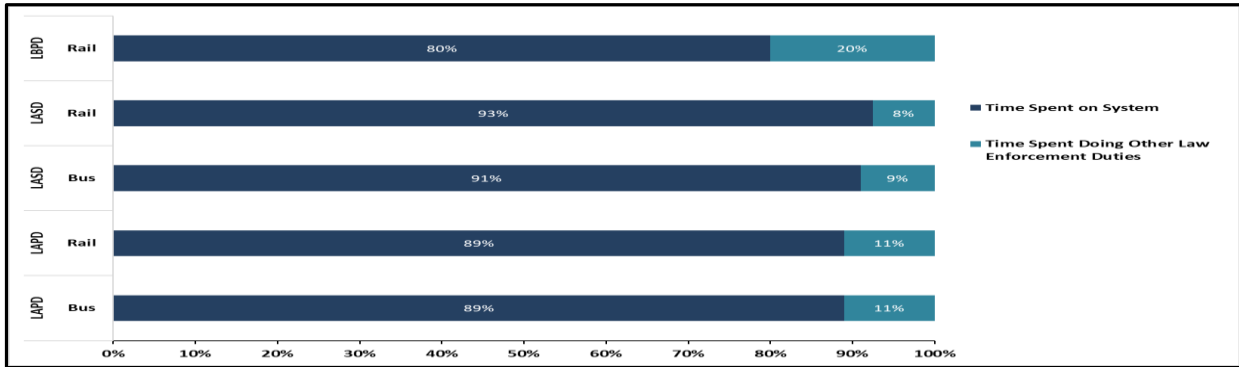
**LBPD**



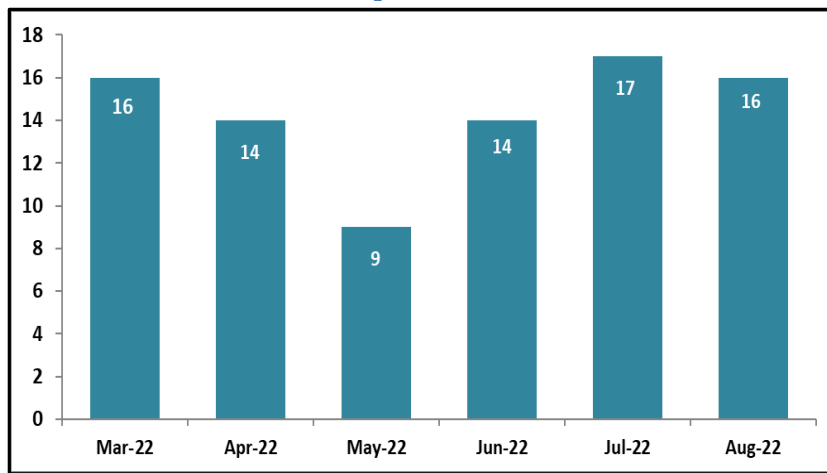
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

## AUGUST 2022

**Percentage of Time Spent on the System**



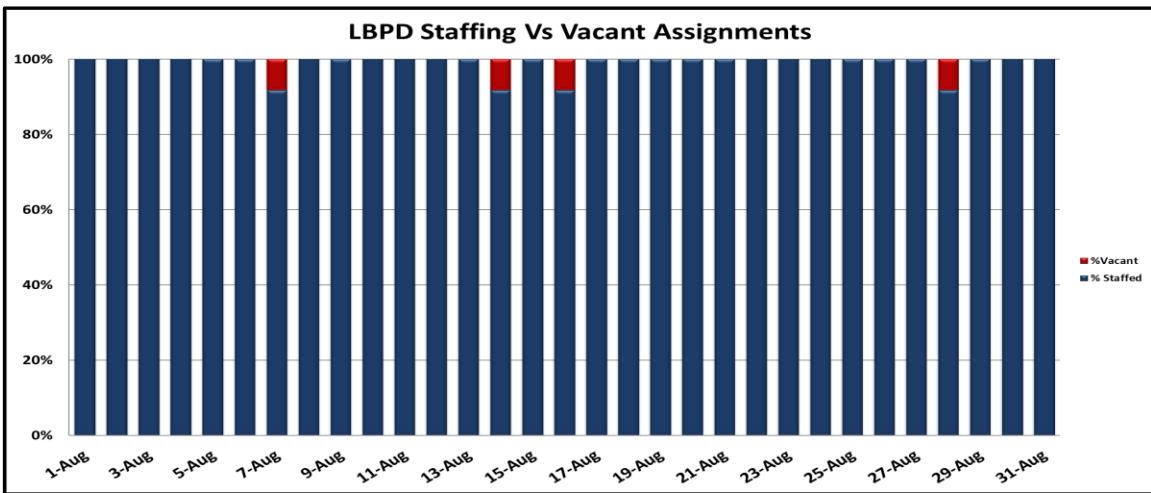
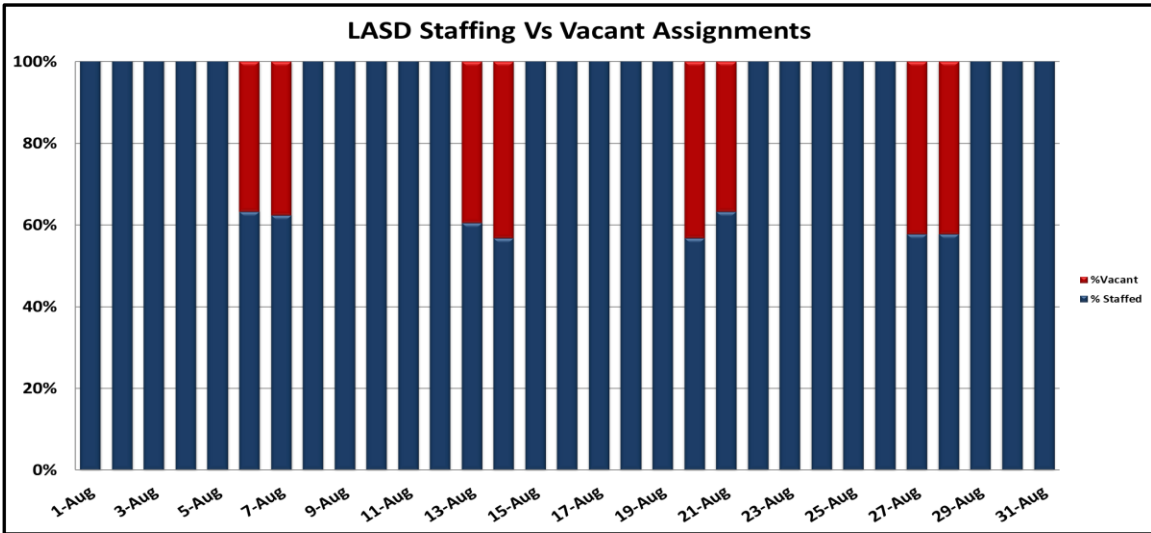
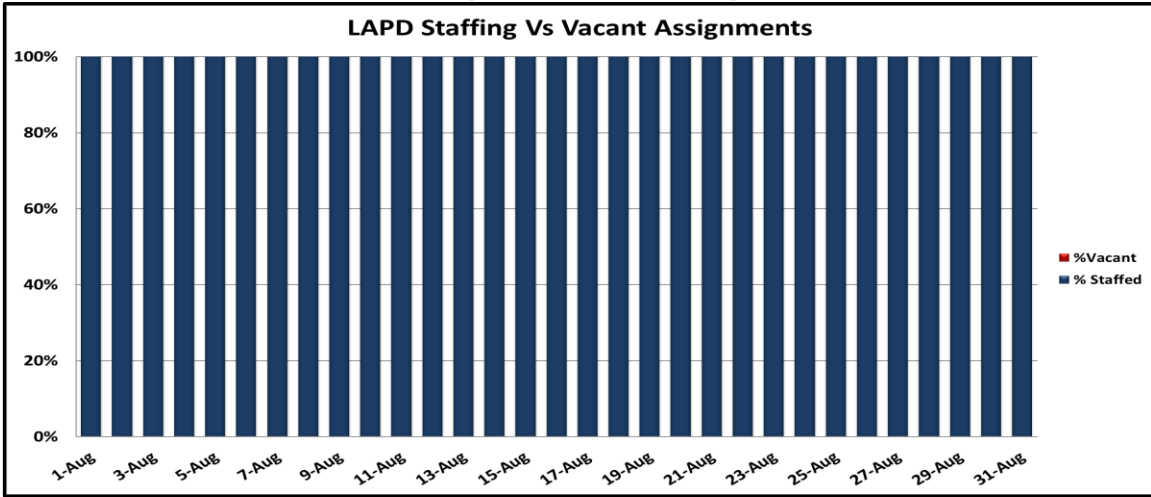
**Bus Operator Assaults**



# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

## AUGUST 2022

**Ratio of Staffing Levels vs Vacant Assignments**

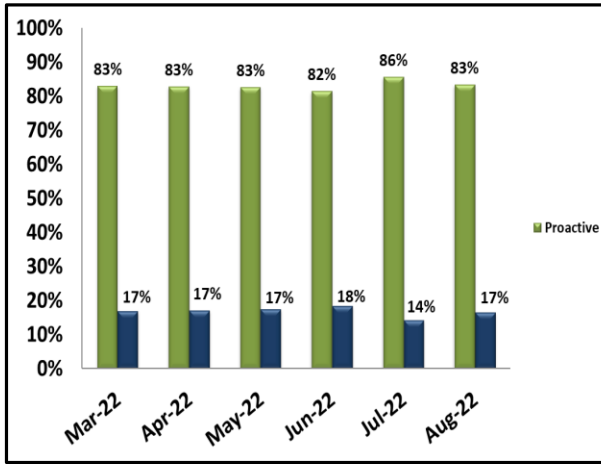


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

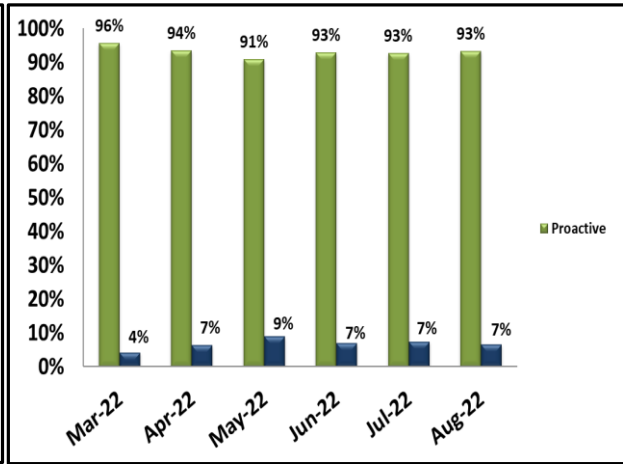
## AUGUST 2022

### Ratio of Proactive vs Dispatched Activity

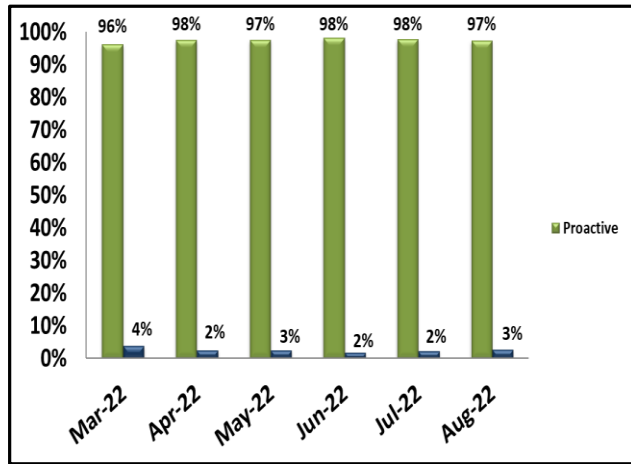
**LAPD**



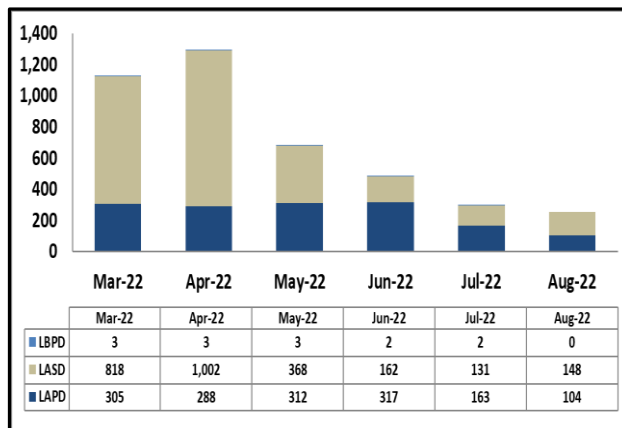
**LASD**



**LSPD**



### Grade Crossing Operations



Grade Crossing Operation Locations August:

1. Blue Line Stations (135)
2. Expo Line Stations (68)
3. Gold Line Stations (49)



**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022**

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	2	3	12
Aggravated Assault	1	2	0	7
Aggravated Assault on Operator	0	0	0	0
Battery	2	2	0	11
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	2
<b>SUB-TOTAL</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>32</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBDP	FYTD
Burglary	0	0	0	0
Larceny	0	3	0	9
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	1
Arson	0	0	0	0
Vandalism	1	4	1	13
<b>SUB-TOTAL</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>24</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBDP	FYTD
Weapons	0	2	0	2
Narcotics	0	5	0	11
Trespassing	0	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>13</b>
<b>TOTAL</b>	<b>5</b>	<b>21</b>	<b>4</b>	<b>69</b>

ARRESTS				
AGENCY	LAPD	LASD	LBDP	FYTD
Felony	0	17	2	58
Misdemeanor	3	67	1	311
<b>TOTAL</b>	<b>3</b>	<b>84</b>	<b>3</b>	<b>369</b>

CITATIONS				
AGENCY	LAPD	LASD	LBDP	FYTD
Other Citations	2	75	0	133
Vehicle Code Citations	0	2	0	13
<b>TOTAL</b>	<b>2</b>	<b>77</b>	<b>0</b>	<b>146</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBDP	FYTD
Routine	5	59	7	158
Priority	26	103	51	361
Emergency	6	7	16	90
<b>TOTAL</b>	<b>37</b>	<b>169</b>	<b>74</b>	<b>609</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBDP
Dispatched	17%	3%	3%
Proactive	83%	97%	97%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	3	0	0	5
Pico	0	0	0	1
Grand/LATTC	0	1	0	3
San Pedro St	0	0	0	1
Washington	0	0	0	0
Vernon	0	0	0	1
Slauson	0	0	1	6
Florence	0	3	1	7
Firestone	0	2	1	6
103rd St/Watts Towers	1	0	0	1
Willowbrook/Rosa Parks	4	2	2	17
Compton	1	0	0	3
Artesia	0	0	2	5
Del Amo	1	1	0	6
Wardlow	1	0	0	2
Willow St	0	0	0	1
PCH	0	0	0	0
Anaheim St	1	0	0	1
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	1	1	0	3
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
<b>Total</b>	<b>13</b>	<b>10</b>	<b>7</b>	<b>69</b>

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	88%
Blue Line-LASD	86%
Blue Line-LBDP	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBDP	FYTD
Washington St	43	0	0	85
Flower St	5	0	0	28
103rd St	3	0	0	5
Wardlow Rd	0	0	0	2
Pacific Ave.	0	0	0	0
Willowbrook	0	60	0	86
Slauson	1	1	0	6
Firestone	0	0	0	7
Florence	0	0	0	13
Compton	0	11	0	30
Artesia	0	0	0	20
Del Amo	0	11	0	24
Long Beach Blvd	0	0	0	1
<b>TOTAL</b>	<b>52</b>	<b>83</b>	<b>0</b>	<b>307</b>

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Long Beach Police Department

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	3	4
Aggravated Assault	0	4	9
Aggravated Assault on Operator	0	0	0
Battery	1	2	9
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>2</b>	<b>9</b>	<b>22</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	6
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	2	3
<b>SUB-TOTAL</b>	<b>2</b>	<b>3</b>	<b>10</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	3
Narcotics	0	1	4
Trespassing	0	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>	<b>8</b>
<b>TOTAL</b>	<b>4</b>	<b>14</b>	<b>40</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	15
Misdemeanor	0	22	65
<b>TOTAL</b>	<b>0</b>	<b>27</b>	<b>80</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	34	91
Vehicle Code Citations	53	1	132
<b>TOTAL</b>	<b>55</b>	<b>35</b>	<b>223</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	120	241
Priority	17	69	178
Emergency	1	10	23
<b>TOTAL</b>	<b>20</b>	<b>199</b>	<b>442</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	10%
Proactive	84%	90%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	0
Douglas	0	1	0	2
El Segundo	2	0	0	3
Mariposa	0	0	0	2
Aviation/LAX	0	0	0	0
Hawthorne/Lennox	1	0	1	2
Crenshaw	1	0	1	5
Vermont/Athens	4	1	0	7
Harbor Fwy	0	2	0	3
Avalon	2	0	0	2
Willowbrook/Rosa Parks	1	0	0	1
Long Beach Bl	0	0	0	6
Lakewood Bl	0	0	0	0
Norwalk	0	1	0	7
<b>Total</b>	<b>11</b>	<b>5</b>	<b>2</b>	<b>40</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	96%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	0	1
Rape	0	0	0
Robbery	2	1	6
Aggravated Assault	2	3	5
Aggravated Assault on Operator	0	0	0
Battery	3	0	5
Battery Rail Operator	0	0	0
Sex Offenses	1	0	1
<b>SUB-TOTAL</b>	<b>9</b>	<b>4</b>	<b>18</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	8
Bike Theft	1	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>0</b>	<b>10</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>TOTAL</b>	<b>11</b>	<b>4</b>	<b>30</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	4
Misdemeanor	1	7	17
<b>TOTAL</b>	<b>1</b>	<b>10</b>	<b>21</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	10	23
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>10</b>	<b>23</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	54	135
Priority	59	33	175
Emergency	6	3	24
<b>TOTAL</b>	<b>73</b>	<b>90</b>	<b>334</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	16%
Proactive	85%	84%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	1
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	0
Jefferson/USC	0	0	0	3
Expo Park/USC	2	0	0	3
Expo/Vermont	1	0	0	3
Expo/Western	1	2	0	6
Expo/Crenshaw	1	0	0	5
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	0
La Cienega/Jefferson	2	0	0	3
Culver City	1	0	0	1
Palms	0	0	0	0
Westwood/Rancho Park	1	0	0	1
Expo/Sepulveda	0	0	0	0
Expo/Bundy	0	0	0	0
26th St/Bergamot	1	0	0	1
17th St/SMC	0	0	0	0
Downtown Santa Monica	2	0	0	3
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>13</b>	<b>2</b>	<b>0</b>	<b>30</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	52	0	138
Santa Monica	N/A	12	18
Culver City	N/A	4	4
<b>TOTAL</b>	<b>52</b>	<b>16</b>	<b>160</b>

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	1	2
Rape	1	1
Robbery	3	8
Aggravated Assault	9	17
Aggravated Assault on Operator	1	1
Battery	16	33
Battery Rail Operator	0	0
Sex Offenses	1	3
<b>SUB-TOTAL</b>	<b>32</b>	<b>65</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	7	23
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	13
<b>SUB-TOTAL</b>	<b>9</b>	<b>37</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	4	9
<b>SUB-TOTAL</b>	<b>4</b>	<b>9</b>
<b>TOTAL</b>	<b>45</b>	<b>111</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	3	6
Misdemeanor	6	10
<b>TOTAL</b>	<b>9</b>	<b>16</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	1	12
Vehicle Code Citations	5	11
<b>TOTAL</b>	<b>6</b>	<b>23</b>

#### CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	24	45
Priority	154	315
Emergency	10	22
<b>TOTAL</b>	<b>188</b>	<b>382</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	18%
Proactive	82%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	2	0	1	10
Civic Center/Grand Park	1	0	0	3
Pershing Square	2	0	0	8
7th St/Metro Ctr	5	5	1	15
Westlake/MacArthur Park	6	1	2	22
Wilshire/Vermont	3	0	0	8
Wilshire/Normandie	0	1	0	2
Vermont/Beverly	0	0	0	5
Wilshire/Western	1	0	0	5
Vermont/Santa Monica	2	0	0	6
Vermont/Sunset	1	0	0	2
Hollywood/Western	3	1	0	5
Hollywood/Vine	1	0	0	5
Hollywood/Highland	2	1	0	6
Universal City/Studio City	0	0	0	1
North Hollywood	3	0	0	8
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>32</b>	<b>9</b>	<b>4</b>	<b>111</b>

#### PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	90%
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#### LEGEND

Los Angeles Police Department

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	3	6
Aggravated Assault	0	2	2
Aggravated Assault on Operator	0	1	1
Battery	2	1	3
Battery Rail Operator	0	0	0
Sex Offenses	0	1	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>8</b>	<b>14</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	3
Bike Theft	0	1	2
Motor Vehicle Theft	0	0	0
Arson	0	1	1
Vandalism	1	0	3
<b>SUB-TOTAL</b>	<b>1</b>	<b>2</b>	<b>9</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	4	5
Narcotics	0	1	1
Trespassing	0	3	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>8</b>	<b>9</b>
<b>TOTAL</b>	<b>3</b>	<b>18</b>	<b>32</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	12	20
Misdemeanor	5	74	162
<b>TOTAL</b>	<b>5</b>	<b>86</b>	<b>182</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	101	193
Vehicle Code Citations	0	2	5
<b>TOTAL</b>	<b>1</b>	<b>103</b>	<b>198</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	138	336
Priority	21	108	263
Emergency	6	17	40
<b>TOTAL</b>	<b>33</b>	<b>263</b>	<b>639</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	7%
Proactive	83%	93%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	3	0	0	4
Azusa Downtown	2	0	1	3
Irwindale	0	0	0	1
Duarte/City of Hope	0	1	0	2
Monrovia	0	0	0	2
Arcadia	1	0	4	5
Sierra Madre Villa	0	0	0	1
Allen	1	0	0	1
Lake	0	1	1	3
Memorial Park	0	0	0	0
Del Mar	0	0	0	1
Fillmore	0	0	2	3
South Pasadena	1	0	0	1
Highland Park	1	0	0	1
Southwest Museum	0	0	0	0
Heritage Square	0	0	0	0
Lincoln/Cypress	0	1	0	1
Chinatown	1	0	0	1
Union Station	0	0	0	0
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	0
Mariachi Plaza	0	0	0	1
Soto	0	0	0	0
Indiana (both LAPD & LASD)	0	0	0	1
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	0
<b>Total</b>	<b>10</b>	<b>3</b>	<b>8</b>	<b>32</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	88%
Gold Line-LASD	92%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	1
Arcadia Station	0	2	5
Irwindale	0	12	21
Monrovia	0	1	3
City of Pasadena	0	8	12
Magnolia Ave	0	0	0
Duarte Station	0	2	2
City Of Azusa	0	6	9
South Pasadena	0	0	2
City Of East LA	0	18	18
Figueroa St	0	0	8
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>49</b>	<b>81</b>

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	1
Aggravated Assault	2	3
Aggravated Assault on Operator	0	0
Battery	3	3
Battery Bus Operator	0	0
Sex Offenses	1	1
<b>SUB-TOTAL</b>	<b>7</b>	<b>8</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>7</b>	<b>8</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	1	1
<b>TOTAL</b>	<b>1</b>	<b>1</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	25	74
Vehicle Code Citations	169	386
<b>TOTAL</b>	<b>194</b>	<b>460</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	1
Priority	17	21
Emergency	2	2
<b>TOTAL</b>	<b>20</b>	<b>24</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	16%
Proactive	84%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	90%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	0
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	1	0	0	1
Sepulveda	0	0	0	0
Woodley	2	0	0	2
Balboa	0	0	0	1
Reseda	0	0	0	0
Tampa	1	0	0	1
Pierce College	0	0	0	0
De Soto	1	0	0	1
Canoga	1	0	0	1
Warner Center	0	0	0	0
Sherman Way	0	0	0	0
Roscoe	0	0	0	0
Nordhoff	0	0	0	0
Chatsworth	1	0	0	1
<b>Total</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>8</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	1
Aggravated Assault	0	0	0
Aggravated Assault on Operator	0	0	0
Battery	2	0	2
Battery Bus Operator	0	0	0
Sex Offenses	1	0	1
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>4</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	1	1
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>5</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	0	2	2
<b>TOTAL</b>	<b>0</b>	<b>2</b>	<b>2</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	34	0	45
Vehicle Code Citations	149	0	289
<b>TOTAL</b>	<b>183</b>	<b>0</b>	<b>334</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	3	5
Priority	5	1	10
Emergency	1	0	1
<b>TOTAL</b>	<b>6</b>	<b>4</b>	<b>16</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	2%
Proactive	84%	98%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	1	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	1	0	0	1
Manchester	0	0	0	0
Harbor Fwy	1	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	2	0	0	2
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>5</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	93%

**Los Angeles Police Department**  
**Los Angeles County Sheriff's Department**

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	7	1	15
Aggravated Assault	6	4	26
Aggravated Assault on Operator	0	1	4
Battery	23	8	61
Battery Bus Operator	8	5	27
Sex Offenses	3	0	5
<b>SUB-TOTAL</b>	<b>47</b>	<b>19</b>	<b>138</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	6	6	21
Bike Theft	0	1	2
Motor Vehicle Theft	0	0	1
Arson	0	1	1
Vandalism	2	7	15
<b>SUB-TOTAL</b>	<b>8</b>	<b>15</b>	<b>40</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	6	8
Narcotics	0	15	18
Trespassing	0	1	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>22</b>	<b>28</b>
<b>TOTAL</b>	<b>55</b>	<b>56</b>	<b>206</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	3	5
San Fernando	0	0
San Gabriel Valley	11	16
Gateway Cities	23	41
South Bay	19	29
<b>Total</b>	<b>56</b>	<b>91</b>

LAPD's Crimes per Sector		
Sector		FYTD
<b>Valley Bureau</b>		
Van Nuys	3	3
West Valley	3	6
North Hollywood	2	4
Foothill	0	2
Devonshire	0	0
Mission	1	1
Topanga	0	1
<b>Central Bureau</b>		
Central	6	15
Rampart	4	10
Hollenbeck	0	0
Northeast	2	3
Newton	2	9
<b>West Bureau</b>		
Hollywood	5	10
Wilshire	3	6
West LA	2	3
Pacific	1	1
Olympic	6	10
<b>Southwest Bureau</b>		
Southwest	9	18
Harbor	1	2
77th Street	4	10
Southeast	1	1
<b>Total</b>	<b>55</b>	<b>115</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	18	35
Misdemeanor	1	101	177
<b>TOTAL</b>	<b>2</b>	<b>119</b>	<b>212</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	136	225
Vehicle Code Citations	0	20	37
<b>TOTAL</b>	<b>0</b>	<b>156</b>	<b>262</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	118	222
Priority	6	123	274
Emergency	1	13	32
<b>TOTAL</b>	<b>8</b>	<b>254</b>	<b>528</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	2%
Proactive	83%	98%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	91%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	



# UNION STATION

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	3	8
Aggravated Assault on Operator	0	0
Battery	12	21
Battery Rail Operator	0	0
Sex Offenses	0	4
<b>SUB-TOTAL</b>	<b>15</b>	<b>33</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	2	4
Bike Theft	2	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	4
<b>SUB-TOTAL</b>	<b>4</b>	<b>11</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	4
<b>SUB-TOTAL</b>	<b>3</b>	<b>4</b>
<b>TOTAL</b>	<b>22</b>	<b>48</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	6
Misdemeanor	10	18
<b>TOTAL</b>	<b>14</b>	<b>24</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	3	4
Vehicle Code Citations	2	2
<b>TOTAL</b>	<b>5</b>	<b>6</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	8	13
Priority	43	92
Emergency	2	9
<b>TOTAL</b>	<b>53</b>	<b>114</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	88%

LEGEND
Los Angeles Police Department

# Transit Police

## Monthly Crime Report



	2021	2022
	August	August
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	2
Rape	1	1
Robbery	18	28
Aggravated Assault	31	38
Aggravated Assault on Operator	5	3
Battery	79	77
Battery on Operator	6	13
Sex Offenses	9	9
<b>SUB-TOTAL</b>	<b>149</b>	<b>171</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	0
Larceny	42	27
Bike Theft	2	6
Motor Vehicle Theft	3	1
Arson	0	2
Vandalism	25	20
<b>SUB-TOTAL</b>	<b>73</b>	<b>56</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	2	13
Narcotics	1	23
Trespassing	11	11
<b>SUB-TOTAL</b>	<b>14</b>	<b>47</b>
<b>TOTAL</b>	<b>236</b>	<b>274</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	131	366
Citations	194	830
Calls for Service	1,402	1,491

**MONTHLY, BI-ANNUAL, ANNUAL COMPARISON**  
**AUGUST 2022**

**Crimes**

Monthly	System-Wide	Aug-21	Aug-22	% Change
	Crimes Against Persons	149	171	14.77%
	Crimes Against Property	73	56	-23.29%
	Crimes Against Society	14	47	235.71%
	Total	236	274	16.10%

Six Months	System-Wide	Mar-21-Aug-21	Mar-22-Aug-22	% Change
	Crimes Against Persons	811	1,008	24.29%
	Crimes Against Property	396	480	21.21%
	Crimes Against Society	154	173	12.34%
	Total	1,361	1,661	22.04%

Annual	System-Wide	Sep-20-Aug-21	Sep-21-Aug-22	% Change
	Crimes Against Persons	1,395	1,952	39.93%
	Crimes Against Property	684	909	32.89%
	Crimes Against Society	283	290	2.47%
	Total	2,362	3,151	33.40%

**Average Emergency Response Times**

Monthly	Aug-21	Aug-22	% Change
	4:09	5:27	31.33%

Six Months	Mar-21-Aug-21	Mar-22-Aug-22	% Change
	4:22	5:40	29.77%

Annual	Sep-20-Aug-21	Sep-21-Aug-22	% Change
	4:35	5:15	14.55%

**Bus Operator Assaults**

Monthly	Aug-21	Aug-22	% Change
	11	16	45.45%

Six Months	Mar-21-Aug-21	Mar-22-Aug-22	% Change
	46	86	86.96%

Annual	Sep-20-Aug-21	Sep-21-Aug-22	% Change
	81	172	112.35%

**Ridership**

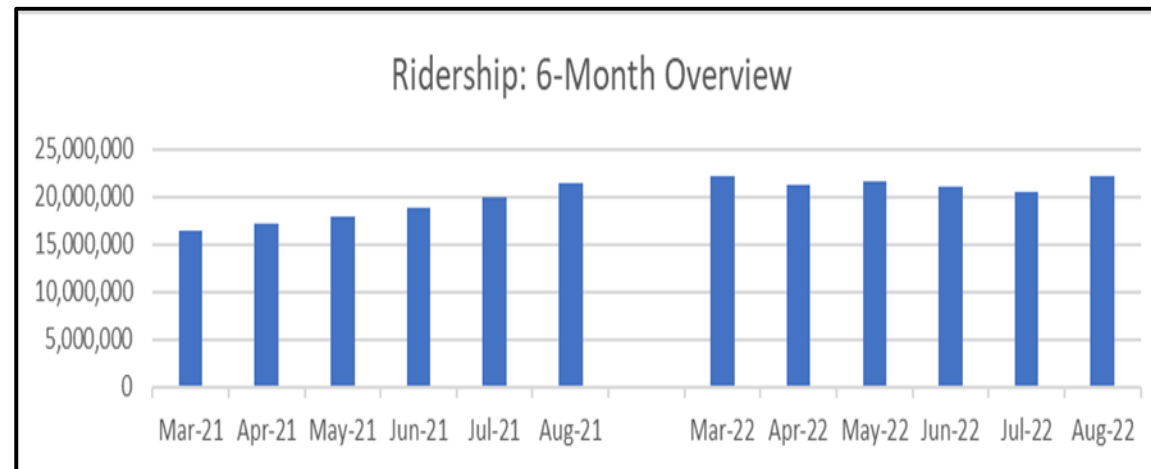
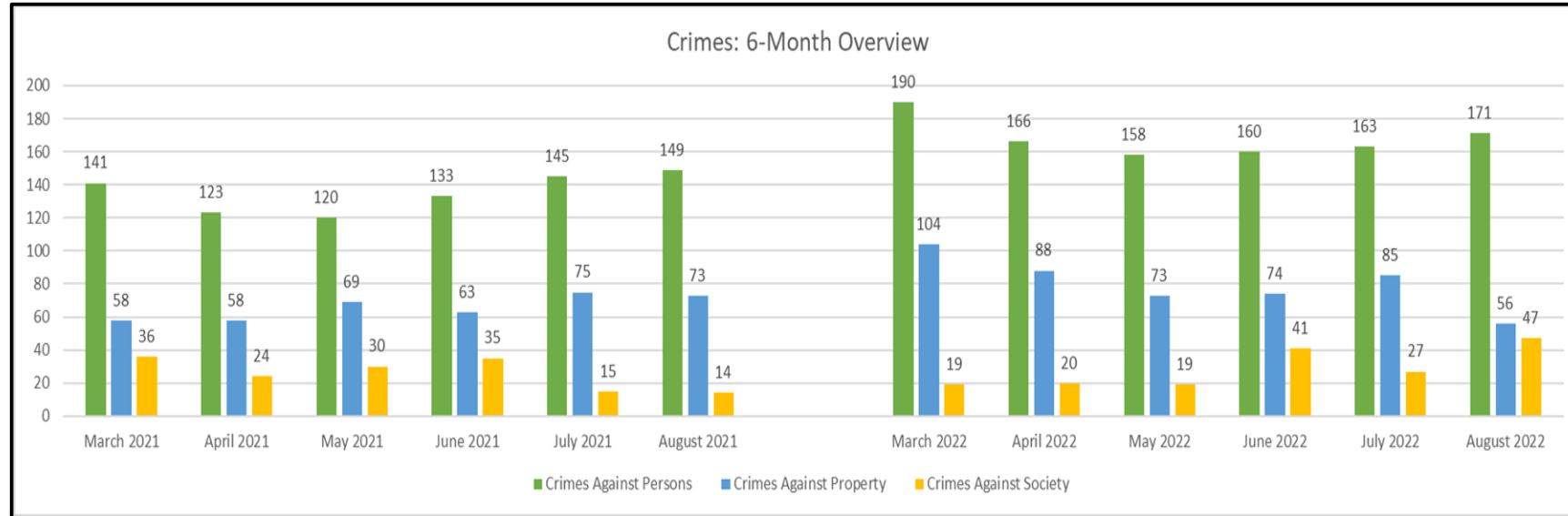
Monthly	Aug-21	Aug-22	% Change
	21,473,174	22,201,130	3.39%

Six Months	Mar-21-Aug-21	Mar-22-Aug-22	% Change
	111,830,740	128,660,729	15.05%

Annual	Sep-20-Aug-21	Sep-21-Aug-22	% Change
	206,644,490	254,839,271	23.32%

# MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

## AUGUST 2022



**Violent and Property Crimes  
August 2022**

Attachment E

<b>VIOLENT CRIMES</b>	<b>8/01/2022 TO 8/31/2022</b>	<b>7/01/2022 TO 7/31/2022</b>	<b>% Change</b>	<b>7/01/2022 TO 7/31/2022</b>	<b>6/01/2022 TO 6/30/2022</b>	<b>% Change</b>	<b>1/01/2022 TO 8/31/2022</b>	<b>1/01/2021 TO 8/31/2021</b>	<b>% Change</b>	<b>1/01/2022 TO 8/31/2022</b>	<b>1/01/2020 TO 8/31/2020</b>	<b>% Change</b>
Homicide	2	1	100.0%	1	0	0.0%	4	2	100.0%	4	2	100.0%
Rape	1	0	N/A	0	1	-100.0%	9	10	-10.0%	9	5	80.0%
Robbery	28	25	12.0%	25	35	-28.6%	228	147	55.1%	228	153	49.0%
Agg Assault	38	41	-7.3%	41	39	5.1%	304	240	26.7%	304	163	86.5%
Agg Assault on Operator	3	3	0.0%	3	2	50.0%	22	14	57.1%	22	10	120.0%
<b>TOTAL VIOLENT</b>	<b>72</b>	<b>70</b>	<b>2.9%</b>	<b>70</b>	<b>77</b>	<b>-9.1%</b>	<b>567</b>	<b>413</b>	<b>37.3%</b>	<b>567</b>	<b>333</b>	<b>70.3%</b>
<b>PROPERTY CRIMES</b>	<b>8/01/2022 TO 8/31/2022</b>	<b>7/01/2022 TO 7/31/2022</b>	<b>% Change</b>	<b>7/01/2022 TO 7/31/2022</b>	<b>6/01/2022 TO 6/30/2022</b>	<b>% Change</b>	<b>1/01/2022 TO 8/31/2022</b>	<b>1/01/2021 TO 8/31/2021</b>	<b>% Change</b>	<b>1/01/2022 TO 8/31/2022</b>	<b>1/01/2020 TO 8/31/2020</b>	<b>% Change</b>
Burglary	0	2	-100.0%	2	1	100.0%	10	12	-16.7%	10	4	150.0%
Larceny	27	47	-42.6%	47	48	-2.1%	360	240	50.0%	360	290	24.1%
Bike Theft	6	3	100.0%	3	6	-50.0%	36	30	20.0%	36	36	0.0%
Motor Vehicle Theft	1	1	0.0%	1	0	N/A	11	9	22.2%	11	11	0.0%
<b>TOTAL PROPERTY</b>	<b>34</b>	<b>53</b>	<b>-35.8%</b>	<b>53</b>	<b>55</b>	<b>-3.6%</b>	<b>417</b>	<b>291</b>	<b>43.3%</b>	<b>417</b>	<b>341</b>	<b>22.3%</b>
<b>TOTAL PART 1</b>	<b>106</b>	<b>123</b>	<b>-13.8%</b>	<b>123</b>	<b>132</b>	<b>-6.8%</b>	<b>984</b>	<b>704</b>	<b>39.8%</b>	<b>984</b>	<b>674</b>	<b>46.0%</b>

This table summarizes Violent Crimes and Property Crimes, which make up Part 1 Crimes.

Los Angeles Police Department Transit Services Division

Attachment F

ARRESTEE DEMOGRAPHIC

08/01/22 - 08/31/22

PREMISE	MALE					FEMALE				TOTAL
	BLK	HISP	WHI	ASIAN	TOTAL	BLK	WHI	HISP	TOTAL	
<b>RED LINE</b>	9	6	3	2	19	2	1	0	3	22
7TH & METRO CTR	5	1	0	0	6	1	1	0	2	8
HOLLYWOOD / WESTERN	1	0	0	0	1	1	0	0	1	2
PERSHING SQUARE	0	1	0	0	1	0	0	0	0	1
UNIVERSAL CITY / STUDIO CITY	0	1	0	0	1	0	0	0	0	1
VERMONT / BEVERLY	0	0	1	0	1	0	0	0	0	1
VERMONT / SANTA MONICA	1	0	0	0	1	0	0	0	0	1
VERMONT / SUNSET	0	1	0	0	1	0	0	0	0	1
WESTLAKE / MACARTHUR PARK	2	2	0	1	5	0	0	0	0	5
WILSHIRE / VERMONT	0	0	2	0	2	0	0	0	0	2
<b>UNION STATION</b>	7	5	1	0	13	2	0	2	4	17
<b>FLAG DOWN</b>	3	1	1	0	5	0	0	0	0	5
CENTRAL BUREAU	3	0	1	0	4	0	0	0	0	4
WEST BUREAU	0	1	0	0	1	0	0	0	0	1
<b>BRT</b>	1	1	1	0	3	1	0	0	1	4
BRT - CENTRAL	0	1	0	0	1	0	0	0	0	1
BRT - SOUTH	0	0	0	0	0	1	0	0	1	1
BRT - VALLEY	1	0	1	0	2	0	0	0	0	2
<b>GOLD LINE</b>	0	2	1	0	3	0	1	0	1	4
HIGHLAND PARK	0	0	1	0	1	0	0	0	0	1
SOTO STATION	0	2	0	0	2	0	1	0	1	3
<b>BLUE LINE</b>	1	1	0	1	3	0	0	0	0	3
GRAND / LATTC	0	1	0	0	1	0	0	0	0	1
PICO STATION	0	0	0	1	1	0	0	0	0	1
SAN PEDRO STATION	1	0	0	0	1	0	0	0	0	1
<b>ORANGE</b>	0	2	0	0	2	0	0	0	0	2
NORTH HOLLYWOOD	0	1	0	0	1	0	0	0	0	1
CHATSWORTH	0	1	0	0	1	0	0	0	0	1
<b>EXPO LINE</b>	0	1	0	0	1	0	0	0	0	1
EXPO PARK / USC	0	1	0	0	1	0	0	0	0	1
<b>PURPLE LINE</b>	0	1	0	0	1	0	0	0	0	1
WILSHIRE / WESTERN	0	1	0	0	1	0	0	0	0	1
<b>TOTAL</b>	21	20	7	2	50	5	2	2	9	59
<b>% of TOTAL</b>	35.6%	33.9%	11.9%	3.4%	84.7%	8.5%	3.4%	3.4%	15.3%	100.0%

**Los Angeles Police Department Transit Services Division**

**ARRESTEE DEMOGRAPHIC**

**08/01/22 - 08/31/22**

TYPE OF CRIME	MALE					FEMALE				TOTAL
	BLK	HISP	WHI	ASIAN	TOTAL	BLK	WHI	HISP	TOTAL	
<b>MISDEMEANOR</b>	<b>15</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>32</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>36</b>
RED LINE	6	2	2	1	11	0	1	0	1	12
UNION STATION	5	3	1	0	9	1	0	2	3	12
FLAG DOWN	2	1	1	0	4	0	0	0	0	4
BLUE LINE	1	1	0	1	3	0	0	0	0	3
ORANGE LINE	0	2	0	0	2	0	0	0	0	2
BRT	1	0	0	0	1	0	0	0	0	1
PURPLE LINE	0	1	0	0	1	0	0	0	0	1
GOLD LINE	0	0	1	0	1	0	0	0	0	1
<b>FELONY</b>	<b>6</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>18</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>23</b>
RED LINE	3	4	1	0	8	2	0	0	2	10
UNION STATION	2	2	0	0	4	1	0	0	1	5
GOLD LINE	0	2	0	0	2	0	1	0	1	3
BRT	0	1	1	0	2	1	0	0	1	3
EXPO LINE	0	1	0	0	1	0	0	0	0	1
FLAG DOWN	1	0	0	0	1	0	0	0	0	1
<b>TOTAL</b>	<b>21</b>	<b>20</b>	<b>7</b>	<b>2</b>	<b>50</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>59</b>
<b>% of TOTAL</b>	<b>35.6%</b>	<b>33.9%</b>	<b>11.9%</b>	<b>3.4%</b>	<b>84.7%</b>	<b>8.5%</b>	<b>3.4%</b>	<b>3.4%</b>	<b>15.3%</b>	<b>100.0%</b>

Los Angeles Sheriff's Department - Transit Services Bureau  
 Arrestee Information for the Month of August 2022  
 08/01/2022 - 08/31/2022

Premise	Female				Total Female	Male				Total Male	Total Arrests
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
A-Line - Del Amo	0	0	0	0	0	4	3	1	0	8	8
A-Line - Artesia	0	2	0	4	6	7	13	0	10	30	36
A-Line - Compton	0	0	0	0	0	1	0	0	0	1	1
A-Line - Willowbrook	1	4	1	2	8	12	11	0	0	23	31
A-Line - Firestone	0	0	0	0	0	1	1	0	0	2	2
A-Line - Florence	0	1	0	0	1	0	3	0	0	3	4
A-Line - Slauson	0	0	0	0	0	0	2	0	0	2	2
C-Line - Redondo Beach	0	0	0	0	0	1	0	1	0	2	2
C-Line - Douglas	0	0	0	0	0	0	0	0	0	0	0
C-Line - El Segundo	0	0	0	0	0	3	0	0	0	3	3
C-Line - Mariposa	0	0	0	0	0	0	0	0	0	0	0
C-Line - Hawthorne	0	1	0	0	1	0	1	0	2	3	4
C-Line - Crenshaw	0	1	0	0	1	0	1	0	0	1	2
C-Line - Vermont	1	0	1	0	2	0	0	0	0	0	2
C-Line - Willowbrook	0	0	0	0	0	0	1	0	0	1	1
C-Line - Long Beach	0	1	0	1	2	2	1	0	0	3	5
C-Line - Lakewood	0	0	0	0	0	0	0	0	0	0	0
C-Line - Norwalk	1	0	0	0	1	2	5	0	0	7	8
E-Line - Culver City	0	0	0	0	0	0	0	0	0	0	0
E-Line - 26th/Bergamot	1	0	0	0	1	0	0	0	0	0	1
E-Line - 17th/SMC	0	0	0	0	0	0	1	0	0	1	1
E-Line - Downtown Santa Monica	0	0	0	0	0	1	4	0	3	8	8
L-Line - Atlantic	0	0	0	0	0	0	0	0	0	0	0
L-Line - East LA Civic Center	0	0	0	0	0	0	0	0	0	0	0
L-Line - Maravilla	0	0	0	0	0	0	0	0	0	0	0
L-Line - Indiana	0	0	0	0	0	0	0	0	0	0	0
L-Line - South Pasadena	0	0	0	0	0	0	0	0	0	0	0
L-Line - Fillmore	0	0	0	0	0	0	0	0	1	1	1
L-Line - Del Mar	0	0	0	0	0	0	0	0	0	0	0
L-Line - Memorial Park	0	0	0	0	0	3	0	0	1	4	4
L-Line - Lake	0	0	0	3	3	7	3	1	5	16	19
L-Line - Allen	1	0	0	0	1	4	0	0	1	5	6



Los Angeles Sheriff's Department - Transit Services Bureau  
 Arrestee Information for the Month of August 2022  
 08/01/2022 - 08/31/2022

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
L-Line - Sierra Madre Villa	1	0	1	0	2	10	3	0	8	21	23
L-Line - Arcadia	1	0	0	0	1	6	4	1	0	11	12
L-Line - Monrovia	0	0	0	0	0	0	0	0	3	3	3
L-Line - Duarte	0	1	0	0	1	0	2	0	0	2	3
L-Line - Irwindale	0	0	0	0	0	0	3	0	0	3	3
L-Line - Azusa Downtown	0	0	0	0	0	0	5	0	1	6	6
L-Line - APU/Citrus College	1	2	0	0	3	0	2	0	1	3	6
J-Line - Carson	0	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	1	0	0	1	0	1	0	0	1	2
Bus	7	8	0	5	20	28	50	1	20	99	119
<b>Total</b>	<b>15</b>	<b>22</b>	<b>3</b>	<b>15</b>	<b>55</b>	<b>92</b>	<b>120</b>	<b>5</b>	<b>56</b>	<b>273</b>	<b>328</b>

**Long Beach Police Department - Metro Transportation Detail**

**Arrestee Demographic Stats - August 2022**

9/15/22

Crimes Against Persons	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
Robbery, Person	Arr	M	B	18	Wardlow Stn	No

Crimes Against Property	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused

Crimes Against Society	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
<i>OUTSIDEWARR/F</i>	<i>Arr</i>	<i>M</i>	<i>B</i>	<i>35</i>	<i>Wardlow Stn</i>	<i>Yes</i>
<i>Disorderly Conduct - Solicit Lewd Act</i>	<i>Arr</i>	<i>M</i>	<i>B</i>	<i>59</i>	<i>Wardlow Stn</i>	<i>Yes</i>

**Long Beach Police Department - Metro Transportation Detail**

**Suspect Demographic Stats - August 2022**

9/15/22

Crimes Against Persons	Suspect	Gender	Ethnicity	Age	Station	Unhoused
Robbery, Person	1	M	H	18	Anaheim Street Stn	Unk
	2	M	H	16		Unk
	3	M	H	17		Unk
Robbery, Person	1	M	B	24-25	Downtown Long Beach Stn	Unk
	2	M	B	27-28		Unk
	3	M	B	18		Unk
	4	M	B	24-25		Unk

Crimes Against Property	Suspect	Gender	Ethnicity	Age	Station	Unhoused
Vandalism; Damage Property	3	M	B	18-20	Downtown Long Beach Stn	Unk

Crimes Against Society	Suspect	Gender	Ethnicity	Age	Station	Unhoused

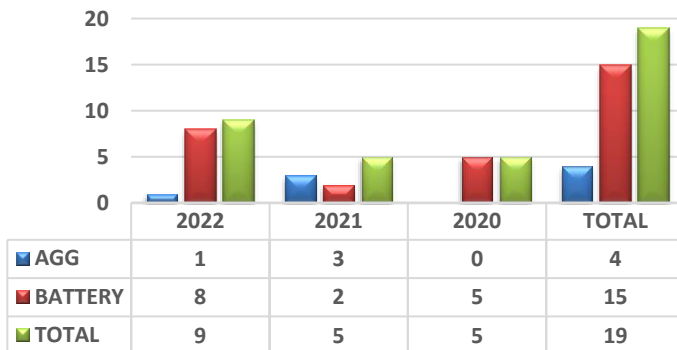


# Los Angeles Police Department - Transit Services Division Monthly Bus / Rail Operator Assault Recap Report

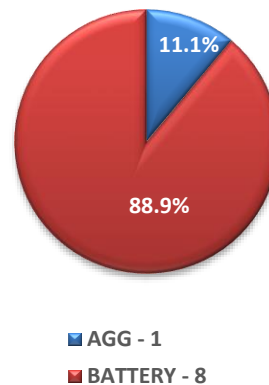
## AUGUST 2022



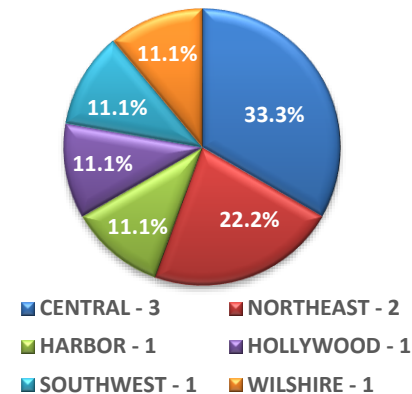
Crimes Against Persons  
Month of August 2022, 2021 & 2020  
Comparison



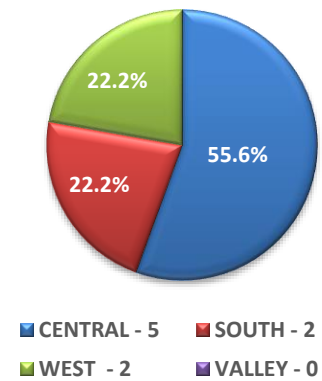
Type of Assault  
Month of August 2022



LAPD Area  
Month of August 2022



LAPD Operations  
Bureau  
Month of August 2022



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
08/04/22 @ 1400 HRS	Bus Line # 53 Bus # 3936 6 <sup>th</sup> St. & Los Angeles	<b>BATTERY</b> Suspect entered bus in a wheelchair. Victim advised suspect he was required to secure the wheelchair. Suspect refused. Victim attempted to assist suspect and bent down. Suspect grabbed victim's leg. Victim told suspect not to touch her. Suspect became angry when victim accused him on touching her. Suspect retrieved a lighter and lit it in front of victim. The lighter touched the sleeve of victim's sweater. Victim was fearful her sweater or synthetic hair would catch fire.  <b>INJURIES:</b> Victim sustain no physical injuries but was to nervous to continue. <b>NO ARREST.</b>	M/B 60 YOA	Unkn Unkn	No
08/04/22 @ 1525 HRS	Bus Line # 246 Bus # 5668 21 <sup>st</sup> St. & Pacific	<b>BATTERY</b> Suspect approached bus door and accused victim on not picking him and an elderly woman (with him) up earlier. Suspect then threw a cup of urine at victim. Suspect walked to 22 <sup>nd</sup> St. & Pacific Ave, entered an older model Chevrolet Camaro with the elderly woman and fled location.  <b>INJURIES:</b> Urine contact with victim's clothing. Victim refused medical treatment. <b>NO ARREST</b>	M/B 47 YOA	Unkn Unkn	No

Monthly Bus / Rail Operator Assaults Recap Report

August 2022

Page 2

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
08/06/22 @ 0830 HRS	Union Station Red Line	<p><b>AGG ASSAULT</b> Victim observed suspect holding training doors open. Victim approached suspect and advised suspect to release door to allow door to close. Suspect released door and when the doors re-opened, suspect produced a can of pepper spray and sprayed victim's face. Officer recognized suspect fleeing location.</p> <p><b>INJURIES:</b> Face. Skin and eyes irritation from pepper spray.</p> <p><b>ARREST:</b> Officers observed suspect the following day and arrested suspect for an outstanding warrant. TSD Detective(s) providing arrest information to Central Detectives. Additional filing to include bus operator assault.</p>	M/B 24 YOA	Transient Unkn	No
08/08/22 @ 1700 HRS	Bus Line # 210 Bus # 5668 Crenshaw & Westmount	<p><b>BATTERY</b> Suspect became angry due to victim's continuous stopping at designated bus stops. Suspect made verbal threats towards victim stating he would kill victim. Victim pulled bus due to suspect's continued disturbance. Suspect walked up to victim, leaned over the barrier and spat on victim. Suspect exited bus and fled location.</p> <p><b>INJURIES:</b> Spit contact to victim's face.</p> <p><b>NO ARREST</b></p>	M/B 50 YOA	Unkn Unkn	Yes
08/11/22 @ 1445 HRS	Bus Line # 2 Bus # 4030 Sunset Bl. & Gardner St.	<p><b>BATTERY</b> Suspect was verbally loud to other passengers. Suspect appeared to be under the influence of alcohol. Suspect later yelled, "Hurry up, Ima be late for where I need to be." Victim demanded suspect exit bus. Suspect motion with his mouth as if to spit on victim. Fearful, victim fled back to his seat and closed the barrier. Suspect walked to the driver side bus window, opened it and spat on victim.</p> <p><b>INJURIES:</b> Spit contact to victim's face. Victim to nervous to continue.</p> <p><b>NO ARREST</b></p>	M/ 60 YOA	Unkn Unkn	Yes

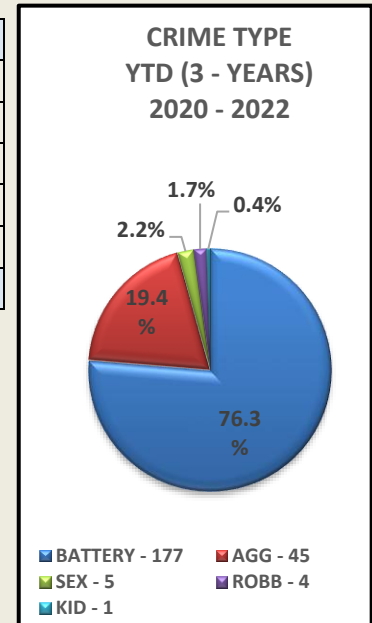
Monthly Bus / Rail Operator Assaults Recap Report  
 August 2022  
 Page 3

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
08/13/22 @ 1925 HRS	Bus Line # 180 Bus # 1713 Vermont & Prospect	<p><b>BATTERY</b> Suspect entered bus and asked victim why he didn't open the rear door. Suspect then simulated multiple punches approximately 3 feet towards victim. Victim did not react. Suspect then approached victim and punched victim's face once. Suspect exited bus and fled location.</p> <p>Note: Another bus patron stated suspect assaulted him at the bus stop prior to entering bus and also that suspect appeared to be under the influence of unknown narcotic.</p> <p><b>INJURIES:</b> Lip bleed and ½ inch contusion on lower lip. Victim refused RA transport.</p> <p><b>NO ARREST</b></p>	M/H 30 YOA	Unkn Unkn	Unkn
08/14/22 @ 2210 HRS	Bus Line # 33 Bus # 8269 Venice & Fairfax	<p><b>BATTERY</b> Suspect drove a vehicle and followed victim to the next bus stop. Suspect exited vehicle, entered bus and yelled to victim asking why victim did not stop at the bus stop. Victim advise there were no pedestrians at the bus stop. Suspect approached victim and clenched his fist and stated he was going to punch victim. Suspect did not punch victim but instead spat on victim. Suspected exited bus, reentered the vehicle and fled location.</p> <p><b>INJURIES:</b> Spit contact with face.</p> <p><b>NO ARREST</b></p>	M/B 25 YOA	Unkn Unkn	Unkn
08/24/22 @ 1140 HRS	Bus Line # 92 Bus # 2022 2530 Glendale Boulevard.	<p><b>BATTERY</b> Unknown female approached victim and asked for direction. Suspect approached victim and stated, "She told you to pull over." Suspect then punched victim's face, striking victim's left eye. Victim pulled over bus and suspect exited, fleeing the location.</p> <p><b>NO INJURIES. NO ARREST</b></p>	M/B 30 YOA	Unkn Unkn	Unkn
08/27/22 @ 2205 HRS	Unkn Bus Line Bus # 8361 1 <sup>st</sup> Street Between Spring / Temple	<p><b>ADW</b> Victim operated bus and observed suspect standing on the street, approximately 100 feet away from victim. Victim observed suspect yelling obscenities and "not making sense." Suspect then threw a metal door knob striking victim's cheek. Suspect then fled N/B towards Temple St.</p> <p><b>INJURIES:</b> Swollen left Cheek. <b>NO ARREST.</b><b>NOTE: Incident was not captured in the Daily Law Enforcement "BOC" Report.</b></p>	M/B 40 YOA	Unkn Yes	Unkn

### 3 - Year YTD ending August 31, 2022, Type of Assault & Crime Type Statistical Analysis

TYPE OF ASSAULT	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3-YR TOTAL
PUNCH / HIT / KICK / PUSH	34	46	-12	-26.1%	46	30	16	53.3%	110	47.4%
SPITTING	23	21	2	9.5%	21	23	-2	-8.7%	67	28.9%
THREW OBJ/ FOOD / LIQUID	10	9	1	11.1%	9	8	1	12.5%	27	11.6%
BRANDISH / GUN / KNIFE / WEAPON	1	8	-7	-87.5%	8	3	5	166.7%	12	5.2%
SEX	1	2	-1	-50.0%	2	2	0	0.0%	5	2.2%
PEPPER SPRAY / UNKN SPRAY	1	2	-1	-50.0%	2	1	1	100.0%	4	1.7%
ROBBERY	2	0	2	N/C	0	1	-1	-100.0%	3	1.3%
URINE / FECES / VOMIT	2	0	2	N/C	0	0	0	N/C	2	0.9%
FIRE / FLAMES	1	0	1	N/C	0	0	0	N/C	1	0.4%
SHOTS FIRED	0	0	0	N/C	0	1	-1	-100.0%	1	0.4%
<b>TOTAL</b>	<b>75</b>	<b>88</b>	<b>-13</b>	<b>-14.8%</b>	<b>88</b>	<b>69</b>	<b>19</b>	<b>27.5%</b>	<b>232</b>	<b>100.0%</b>

CRIME TYPE	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
BATTERY	64	61	3	4.9%	61	52	9	17.3%	177
AGG	7	24	-17	-70.8%	24	14	10	71.4%	45
SEX	1	2	-1	-50.0%	2	2	0	0.0%	5
ROBB	3	0	3	N/C	0	1	-1	-100.0%	4
KID	0	1	-1	-100.0%	1	0	1	N/C	1
<b>TOTAL</b>	<b>75</b>	<b>88</b>	<b>-13</b>	<b>-14.8%</b>	<b>88</b>	<b>69</b>	<b>19</b>	<b>27.5%</b>	<b>232</b>



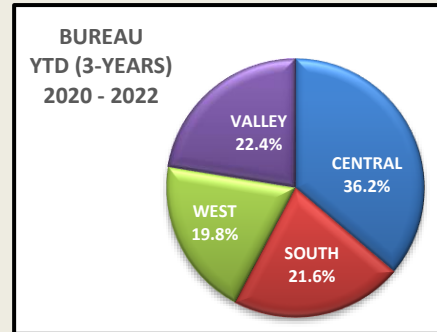
3 Year YTD ending August 31, 2022, Area Statistical Analysis

AREA	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of (3-Year) TOTAL
CENTRAL	11	19	-8	-42.1%	19	10	9	90.0%	40	17.2%
OLYMPIC	10	2	8	400.0%	2	11	-9	-81.8%	23	9.9%
SOUTHWEST	6	8	-2	-25.0%	8	8	0	0.0%	22	9.5%
NORTHEAST	7	4	3	75.0%	4	4	0	0.0%	15	6.5%
NEWTON	8	3	5	166.7%	3	3	0	0.0%	14	6.0%
77TH ST	3	5	-2	-40.0%	5	5	0	0.0%	13	5.6%
NORTH HOLLYWOOD	3	6	-3	-50.0%	6	3	3	100.0%	12	5.2%
VAN NUYS	2	5	-3	-60.0%	5	3	2	66.7%	10	4.3%
SOUTHEAST	2	2	0	0.0%	2	5	-3	-60.0%	9	3.9%
HOLLENBECK	2	4	-2	-50.0%	4	2	2	100.0%	8	3.4%
WILSHIRE	3	5	-2	-40.0%	5	0	5	N/C	8	3.4%
HOLLYWOOD	3	3	0	0.0%	3	2	1	50.0%	8	3.4%
RAMPART	1	5	-4	-80.0%	5	1	4	400.0%	7	3.0%
TOPANGA	1	5	-4	-80.0%	5	0	5	N/C	6	2.6%
WEST VALLEY	3	2	1	50.0%	2	1	1	100.0%	6	2.6%
MISSION	3	0	3	N/C	0	3	-3	-100.0%	6	2.6%
FOOTHILL	1	2	-1	-50.0%	2	3	-1	-33.3%	6	2.6%
DEVONSHIRE	3	2	1	50.0%	2	1	1	100.0%	6	2.6%
HARBOR	1	2	-1	-50.0%	2	3	-1	-33.3%	6	2.6%
WEST LA	2	2	0	0.0%	2	1	1	100.0%	5	2.2%
PACIFIC	0	2	-2	-100.0%	2	0	2	N/C	2	0.9%
<b>TOTAL</b>	<b>75</b>	<b>88</b>	<b>-13</b>	<b>-14.8%</b>	<b>88</b>	<b>69</b>	<b>19</b>	<b>27.5%</b>	<b>232</b>	<b>100.0%</b>

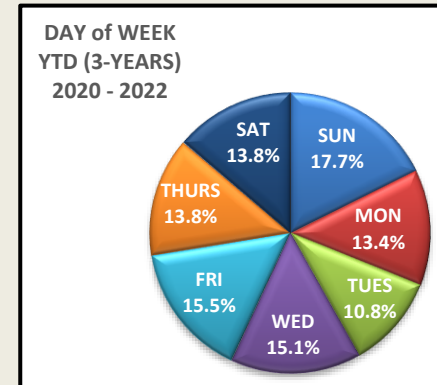


### 3 Year YTD ending August 31, 2022, Bureau, Watch and Day of Week Statistical Analysis

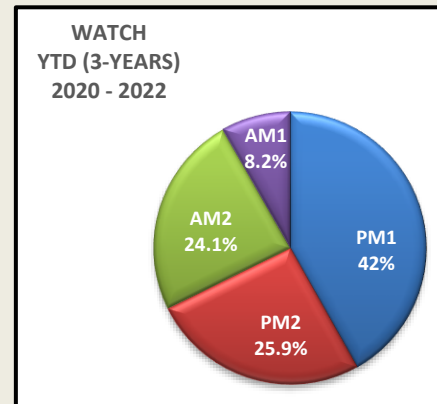
BUREAU	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
CENTRAL	29	35	-6	-17.1%	35	20	15	75.0%	84
VALLEY	16	22	-6	-27.3%	22	14	8	57.1%	52
SOUTH	12	17	-5	-29.4%	17	21	-4	-19.0%	50
WEST	18	14	4	28.6%	14	14	0	0.0%	46
TOTAL	75	88	-13	-14.8%	88	69	19	27.5%	232



DAY OF WEEK	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
SUNDAY	14	16	-2	-12.5%	16	11	5	45.5%	41
MONDAY	8	15	-7	-46.7%	15	8	7	87.5%	31
TUESDAY	6	12	-6	-50.0%	12	7	5	71.4%	25
WEDNESDAY	8	12	-4	-33.3%	12	15	-3	-20.0%	35
THURSDAY	11	11	0	0.0%	11	10	1	10.0%	32
FRIDAY	13	12	1	8.3%	12	11	1	9.1%	36
SATURDAY	15	10	5	50.0%	10	7	3	42.9%	32
TOTAL	75	88	-13	-14.8%	88	69	19	27.5%	232



WATCH	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
PM1 (1200 - 1759 HRS)	35	29	6	20.7%	29	33	-4	-12.1%	97
PM2 (1800 - 2359 HRS)	16	21	-5	-23.8%	21	23	-2	-8.7%	60
AM2 (0600 - 1159 HRS)	19	27	-8	-29.6%	27	10	17	170.0%	56
AM1 (0000 - 0559 HRS)	5	11	-6	-54.5%	11	3	8	266.7%	19
TOTAL	75	88	-13	-14.8%	88	69	19	27.5%	232

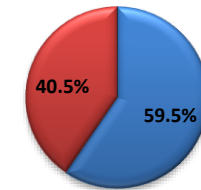


### 3 Year to Date Victim & Suspect (Gender & Ethnicity) Demographics - Statistical Analysis

#### VICTIM DEMOGRAPHICS

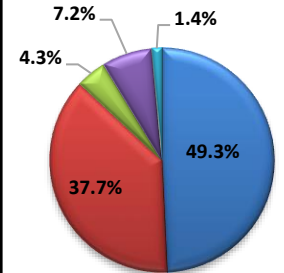
YEAR	MALE						FEMALE					TOTAL	% of (3-Year) TOTAL
	H	B	O	W	A	TOTAL	B	H	W	O	TOTAL		
2022	27	10	5	2	2	46	21	8	0	0	29	75	32.3%
2021	31	12	5	3	0	51	19	17	1	0	37	88	37.9%
2020	24	10	2	4	1	41	16	10	1	1	28	69	29.7%
<b>TOTAL</b>	<b>82</b>	<b>32</b>	<b>12</b>	<b>9</b>	<b>3</b>	<b>138</b>	<b>56</b>	<b>35</b>	<b>2</b>	<b>1</b>	<b>94</b>	<b>232</b>	<b>100.0%</b>
% of (3-Year) TOTAL	35.3%	13.8%	5.2%	3.9%	1.3%	59.5%	24.1%	15.1%	0.9%	0.4%	40.5%		100.0%

Victim Gender - YTD 3-Years (2020 - 2022)



MALE FEMALE

Victim Ethnicity - YTD 3-Years (2020-2022)

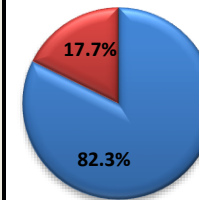


HISP BLK OTH WHI ASIAN

#### SUSPECT DEMOGRAPHICS

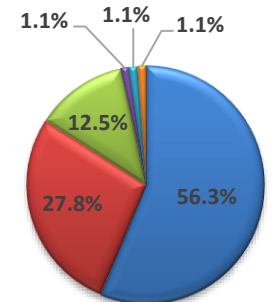
YEAR	MALE							FEMALE					UNKN	TOTAL	% of (3-Year) TOTAL
	B	H	W	A	O	UNKN	TOTAL	B	H	W	O	TOTAL			
2022	34	20	10	0	0	0	64	7	2	0	1	10	0	74	42.0%
2020	22	15	3	1	1	0	42	9	2	1	0	12	1	55	31.3%
2021	19	9	8	1	0	1	38	8	1	0	0	9	0	47	26.7%
<b>TOTAL</b>	<b>75</b>	<b>44</b>	<b>21</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>144</b>	<b>24</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>31</b>	<b>1</b>	<b>176</b>	<b>100.0%</b>
% of (3-Year) TOTAL	42.6%	25.0%	11.9%	1.1%	0.6%	0.6%	81.8%	13.6%	2.8%	0.6%	0.6%	17.6%	0.6%	100.0%	

Suspect Gender 3-Yrs 2020 - 2022



MALE FEMALE

Suspect Ethnicity - YTD 3-Years (2020 - 2022)



BLK HISP WHI UNKN ASIAN OTH



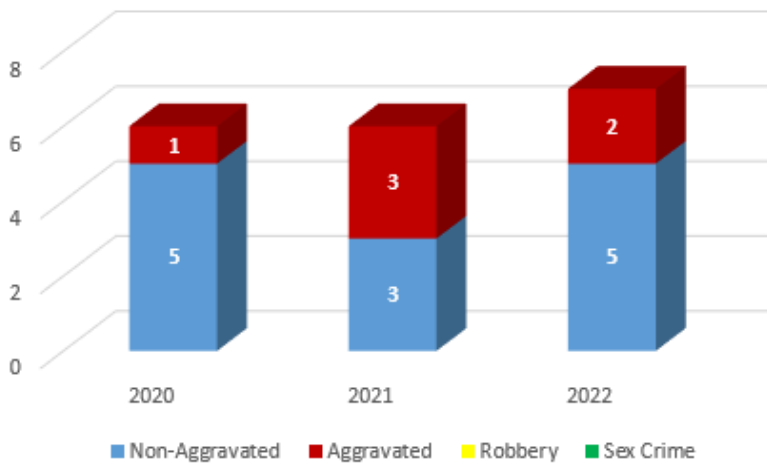
# Monthly Bus/Rail Operator Assault Report



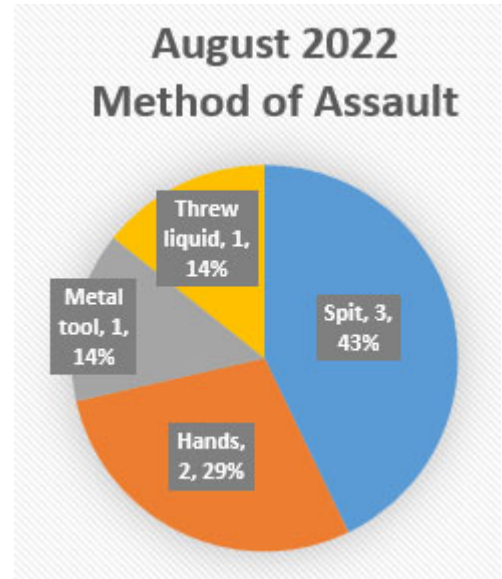
August 2022

## August Bus/Rail Operator Assaults

August 2020 - 2022 Assaults



August 2022 Method of Assault

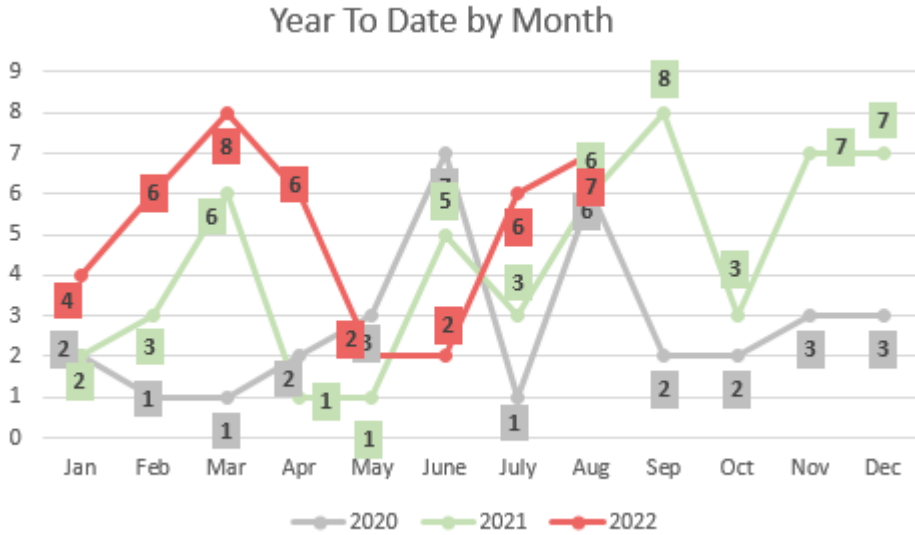


In August, there were five non-aggravated assaults with 1 arrest, and two aggravated assaults with two arrests.

Date	Time	Line	Bus #	Narrative	Barrier
8/4/2022	7:00	L70	5610	South El Monte 8/4 0700hrs Sus MB/47yrs arrested for punching bus op and patron. Sus believed vics stole his property	Yes
8/5/2022	18:10	L Line	N/A	APU/Citrus 8/5 1810hrs Sus MH/41yrs arrested for punching train op in the head on platform	N/A (o)
8/6/2022	22:32	L111	8713	Bell 8/6 2232hrs Sus MH/48yrs arrested for hitting bus op with metal tool after vehicle accident. Assault occurred outside of bus.	N/A (o)
8/12/2022	9:00	L62	1922	Artesia 8/12 0900hrs Sus transient FW/40yrs spit on bus op face when told to exit bus	Yes
8/13/2022	15:12	L260	8324	Compton 8/13 1512hrs Sus MB/30yrs threw liquid on bus op when to to exit at last stop	Yes
8/18/2022	9:35	FH Transit	FH Transit	El Monte Terminal 8/18 0935hrs Sus MB/30s spit on bus op over mask	Yes
8/20/2022	13:10	L4	8829	Santa Monica 8/20 1310hrs Sus MB/30yrs spit on bus op over fare	Yes

\*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier

# Year to Date Assaults



YTD Operator Assaults
YTD 2020 - 23
YTD 2021- 27
<b>YTD 2022 - 41</b>

## Solve Rate

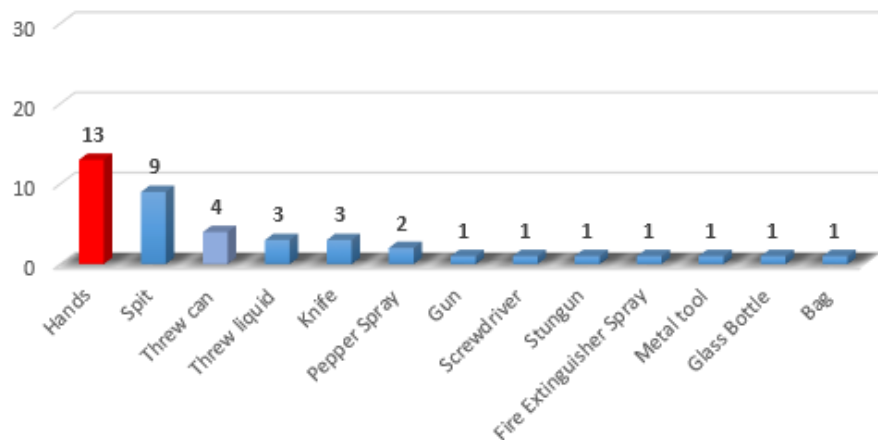
Type	Unsolved	Solved	Total	% Solved
Aggravated Assault	10	8	18	44.4%
Non-Aggravated Assault	13	10	23	43.5%
Robbery			0	#DIV/0!
Sex Crime			0	#DIV/0!
<b>Total</b>	<b>23</b>	<b>18</b>	<b>41</b>	<b>43.9%</b>

44% of assaults have been solved. The most frequent method of assault has been using hands.

## Top Reasons for Assault

Reason	Count
Other	9
No Reason	7
Fare	5
Disorderly	4
Mentally ill	3
Out of service	3
Policy/drink	2
Mask	2
Other/Vehicle accident	1
Missed stop	1
Mask/Fare	1
Accident	1
Passenger Pass Up	1
Policy/Food	1
<b>Grand Total</b>	<b>41</b>

## Year to Date: Method of Assault



# Year to Date Assaults CONTINUED

## Bus/Rail Operator Assaults - YTD

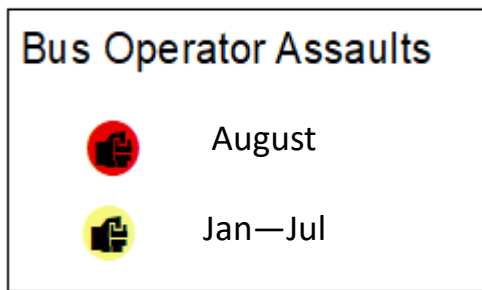
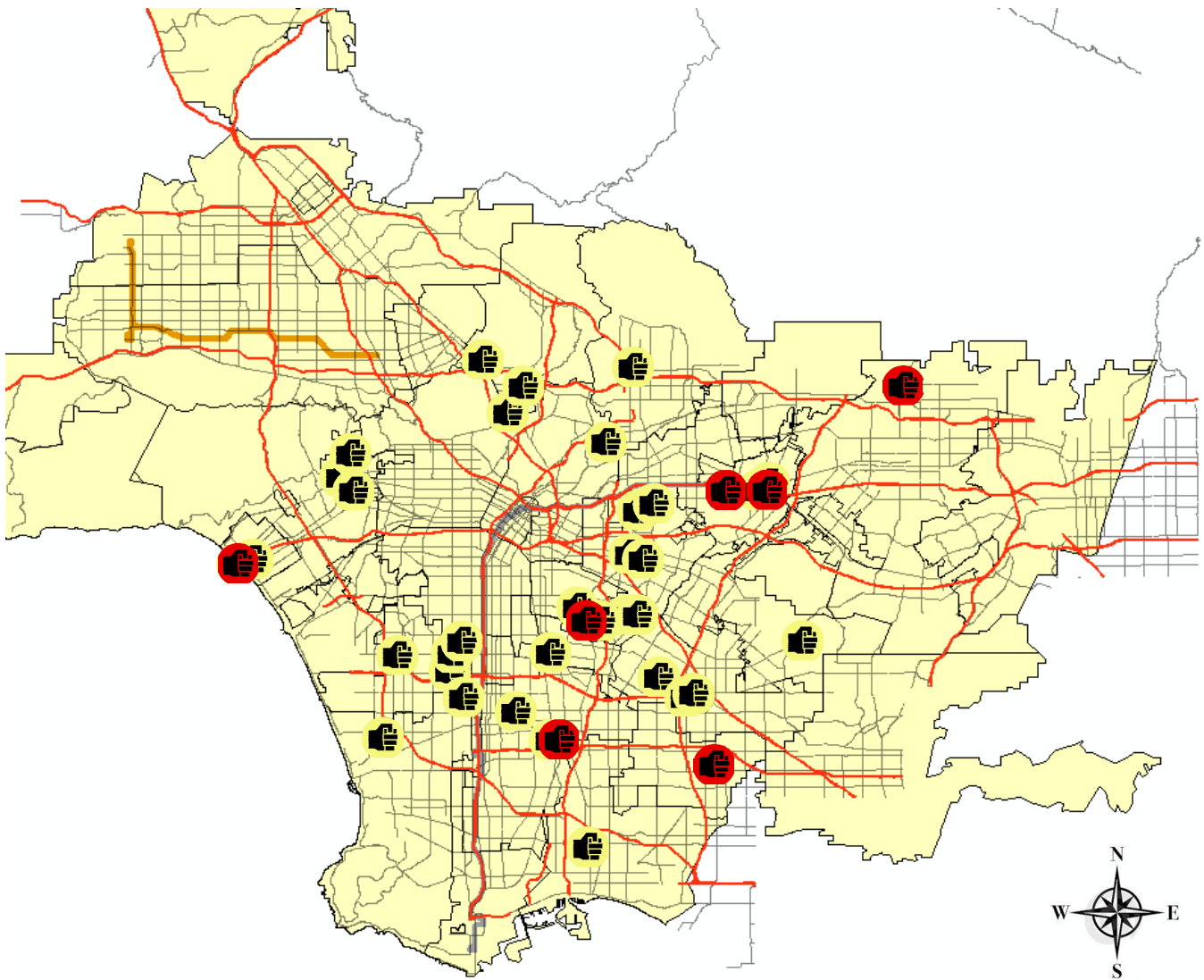


Prior to July 1st 2017, LASD patrolled the entire Metro system.

Barrier/No Barrier	Count
Not reported	0
No Barrier/Monitor	0
Operator assaulted outside barrier	12
Barrier (Not Used)	0
Barrier Used	29
<b>Grand Total</b>	<b>41</b>

Of the 41 incidents reported this year, 12 occurred outside the barrier. In 29 incidents, the barrier was used.

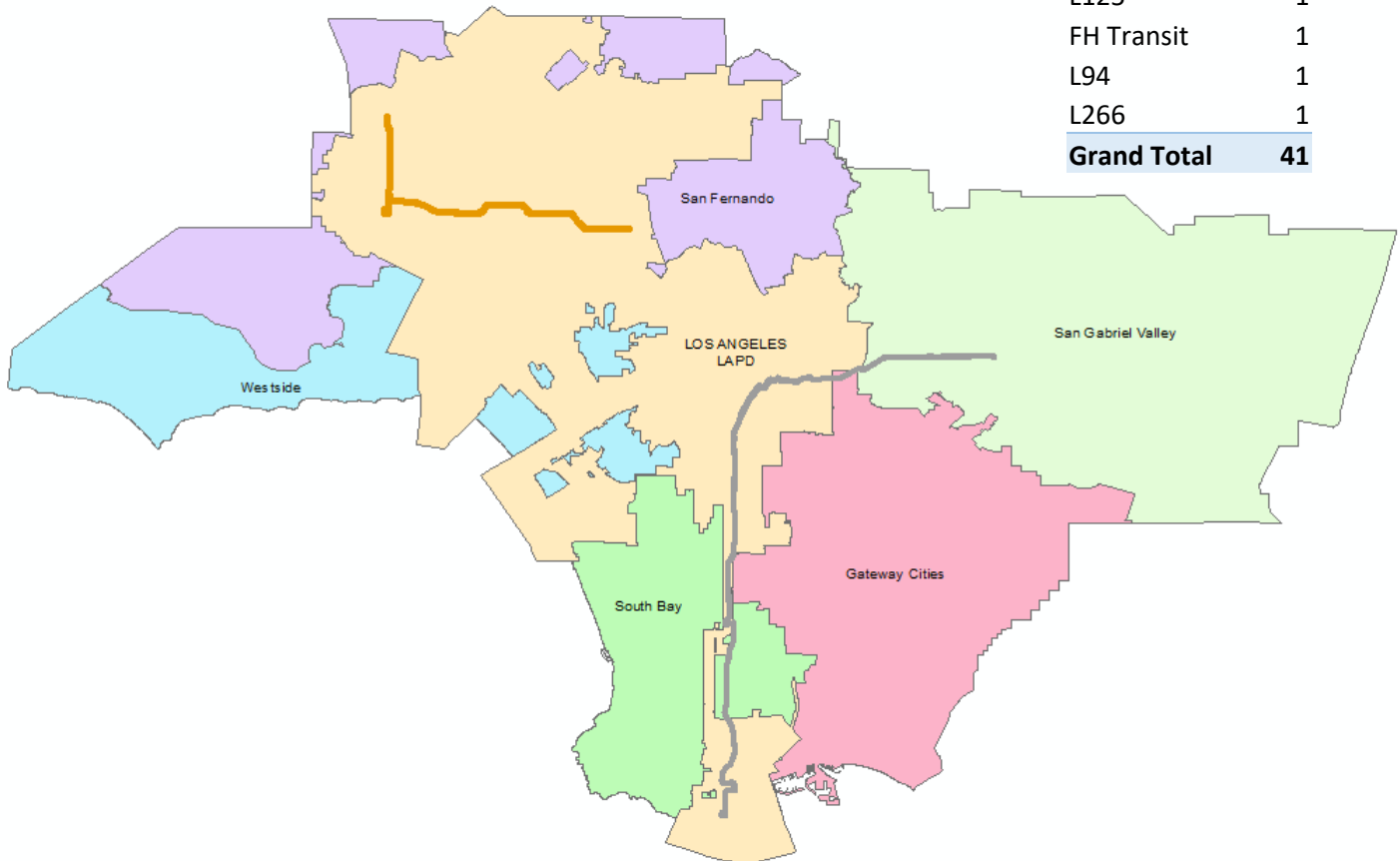
# Map of 2022 Bus/Rail Operator Assaults



## Bus Sector and Line Statistics - YTD

Sector	Count
South Bus Gateway	14
South Bus Southbay	9
North Bus San Gabriel	5
North Bus San Fernando	3
North Bus El Monte Terminal	3
South Bus Westside	2
North Rail Expo	1
South Rail Expo	1
North Rail Gold	1
North Bus Westside	1
South Rail Green	1
<b>Grand Total</b>	<b>41</b>

Line	Count
L70	3
L260	3
L111	3
L207	3
L60	2
L258	2
L204	2
L18	2
E Line	2
L287	2
L4	2
L180	1
L117	1
L Line	1
L108	1
L74	1
L51	1
L217	1
L120	1
C Line	1
L62	1
L662	1
L125	1
FH Transit	1
L94	1
L266	1
<b>Grand Total</b>	<b>41</b>



## Sexual Crime / Harassment Calls for Service August 2022

Calls related to sexual harassment are routed through Metro Transit Security Operations Center, which then transfers the caller to a free 24/7 hotline — Peace Over Violence, Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between August 1st and August 31<sup>st</sup>, Metro Transit Security, LAPD, LASD, and LBPD received eleven (11) incidents and referred a total of ten (10) victims of sexual harassment to the above free hotlines. The victim in the other incident refused the counseling information.

<b>August 2022 Incident Type &amp; Totals</b>					
	<b>LAPD</b>	<b>LASD</b>	<b>LBPD</b>	<b>MTS</b>	<b>SSLE</b>
<b>Sexual Harassment</b>	1	0	0	0	1
<b>Sexual Battery</b>	4	0	0	0	4
<b>Lewd Conduct</b>	3	0	0	0	3
<b>Indecent Exposure</b>	0	1	1	0	2
<b>Rape</b>	1	0	0	0	1
<b>TOTAL</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>11</b>

<b>Counseling Information Provided</b>	
	<b>August 2022</b>
<b>YES</b>	<b>10</b>
<b>NO- If no, why?</b>	<b>1</b>
<b>Gone On Arrival</b>	0
<b>Did Not Have Info</b>	0
<b>Telephonic Report</b>	0
<b>Not Offered</b>	0
<b>Refused</b>	1
<b>Officer Witnessed Incident</b>	0
<b>TOTAL</b>	<b>11</b>

<b>August 2022: Dept. Average Incident Response Time Sex Crime / Harassment</b>			
<b>Measured in Minutes</b>			
<b>Agency</b>	<b>Time Tracking: Incident Rpt. To Call Created</b>	<b>Time Tracking: Call Generated To On Scene</b>	<b>Time Tracking: Incident Rept. To On Scene</b>
LAPD	0	13	13
LASD	2	14	16
LBPD	0	0	0
MTS	N/A	N/A	N/A
<b>DEPT AVERAGE</b>	<b>0</b>	<b>12</b>	<b>12</b>